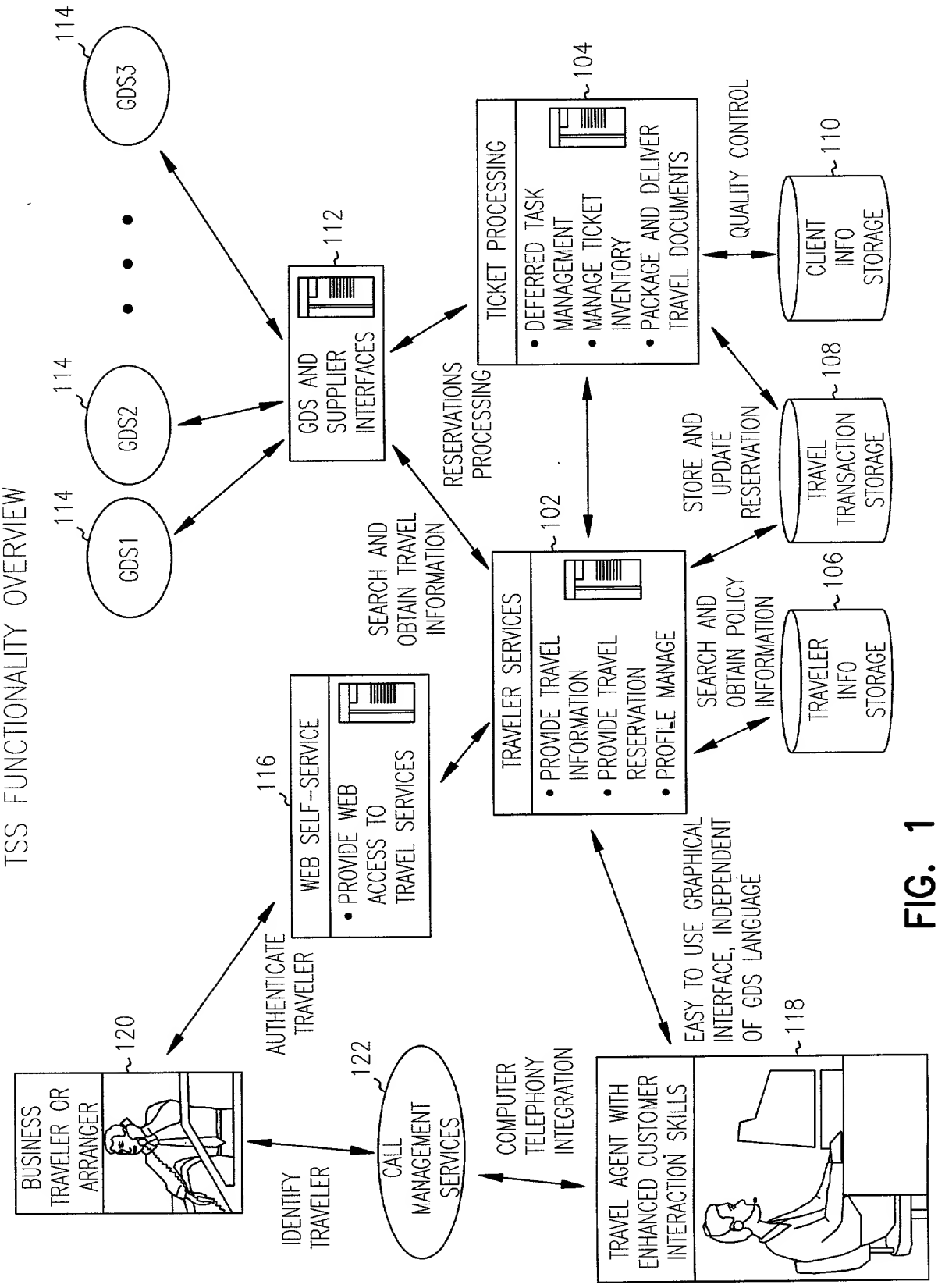
TSS FUNCTIONALITY OVERVIEW
GDS1
GDS2
GDS3
114
GDS AND SUPPLIER INTERFACES
112
TICKET PROCESSING
• DEFERRED TASK MANAGEMENT
• MANAGE TICKET INVENTORY
• PACKAGE AND DELIVER TRAVEL DOCUMENTS
104
QUALITY CONTROL
CLIENT INFO STORAGE
110
RESERVATIONS PROCESSING
SEARCH AND OBTAIN TRAVEL INFORMATION
STORE AND UPDATE RESERVATION
TRAVEL TRANSACTION STORAGE
108
TRAVELER SERVICES
• PROVIDE TRAVEL INFORMATION
• PROVIDE TRAVEL RESERVATION
• PROFILE MANAGE
102
SEARCH AND OBTAIN POLICY INFORMATION
TRAVELER INFO STORAGE
106
WEB SELF-SERVICE
• PROVIDE WEB ACCESS TO TRAVEL SERVICES
116
AUTHENTICATE TRAVELER
EASY TO USE GRAPHICAL INTERFACE, INDEPENDENT OF GDS LANGUAGE
BUSINESS TRAVELER OR ARRANGER
120
IDENTIFY TRAVELER
CALL MANAGEMENT SERVICES
122
COMPUTER TELEPHONY INTEGRATION
TRAVEL AGENT WITH ENHANCED CUSTOMER INTERACTION SKILLS
118

FIG. 1

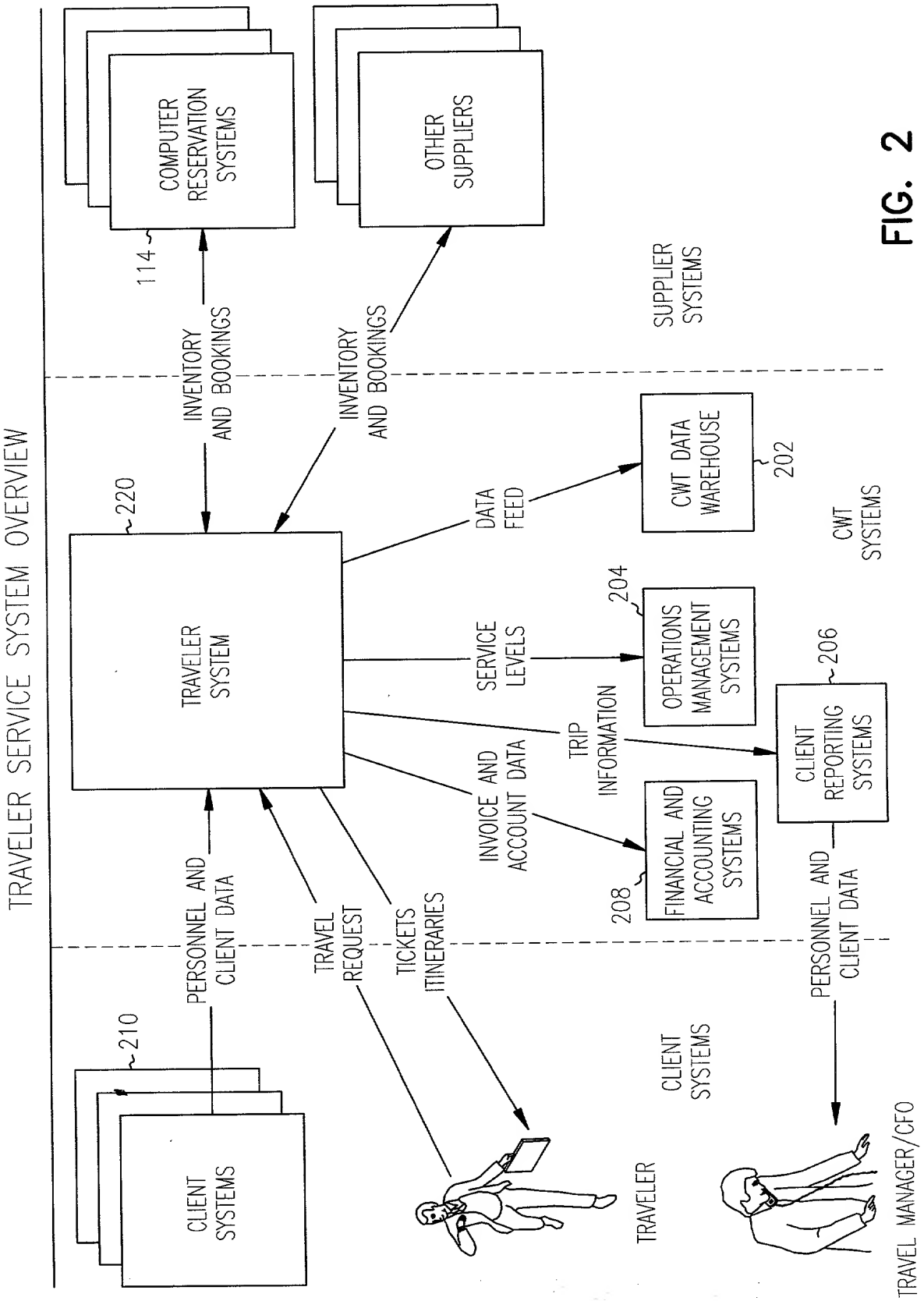
TRAVELER SERVICE SYSTEM OVERVIEW
COMPUTER RESERVATION SYSTEMS
114
OTHER SUPPLIERS
SUPPLIER SYSTEMS
INVENTORY AND BOOKINGS
INVENTORY AND BOOKINGS
220
TRAVELER SYSTEM
DATA FEED
CWT DATA WAREHOUSE
202
CWT SYSTEMS
SERVICE LEVELS
204
OPERATIONS MANAGEMENT SYSTEMS
TRIP INFORMATION
206
CLIENT REPORTING SYSTEMS
INVOICE AND ACCOUNT DATA
208
FINANCIAL AND ACCOUNTING SYSTEMS
PERSONNEL AND CLIENT DATA
TRAVEL REQUEST
TICKETS ITINERARIES
PERSONNEL AND CLIENT DATA
210
CLIENT SYSTEMS
CLIENT SYSTEMS
TRAVELER
TRAVEL MANAGER/CFO

FIG. 2

09886457 - 051401

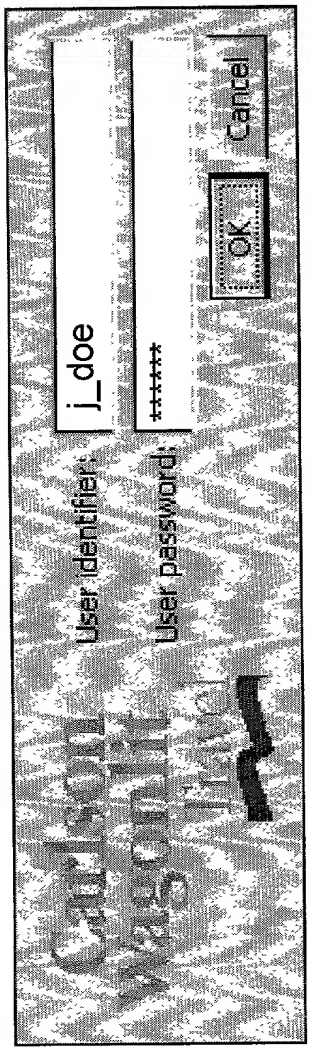

FIG. 3

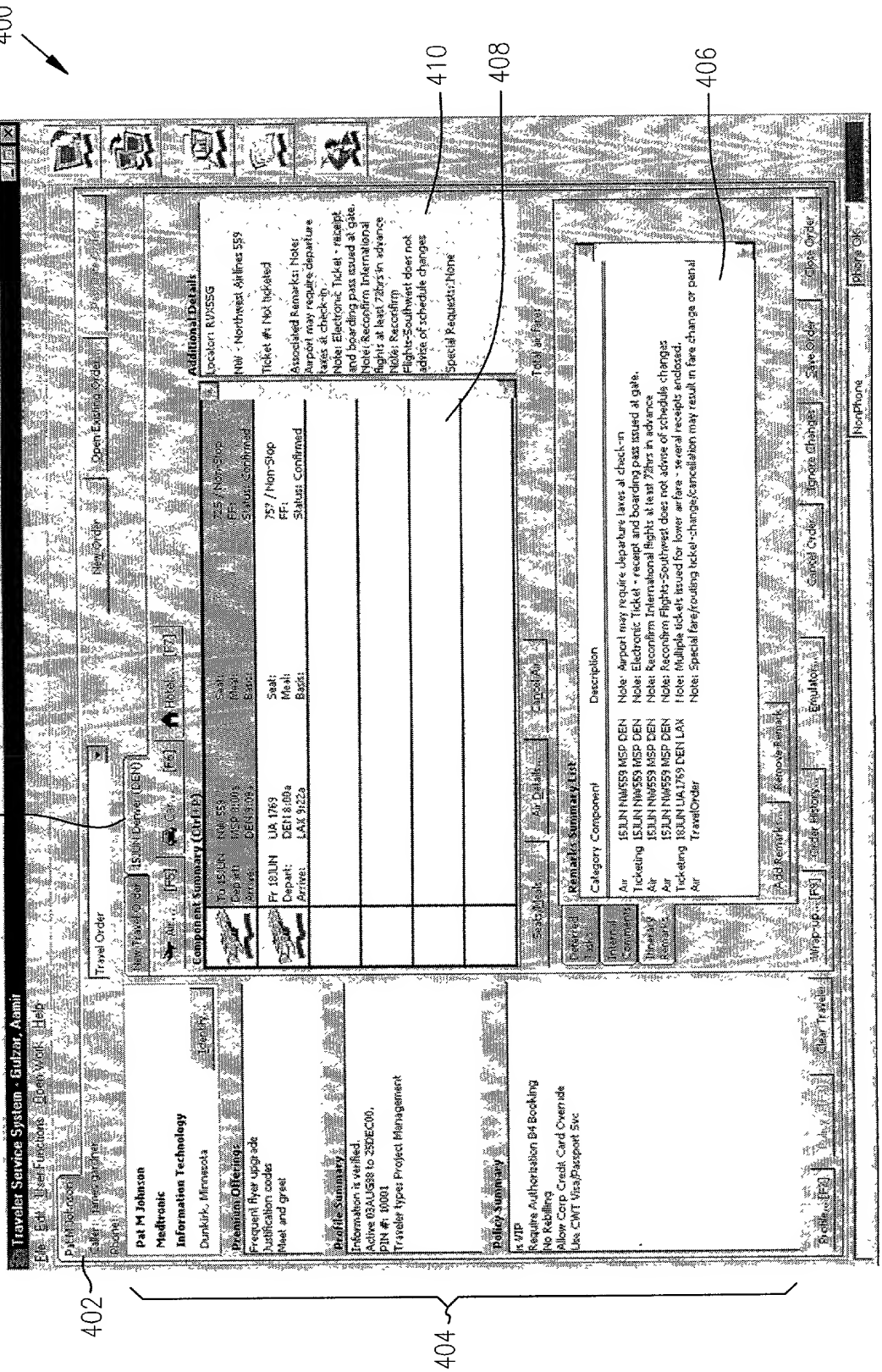

FIG. 4

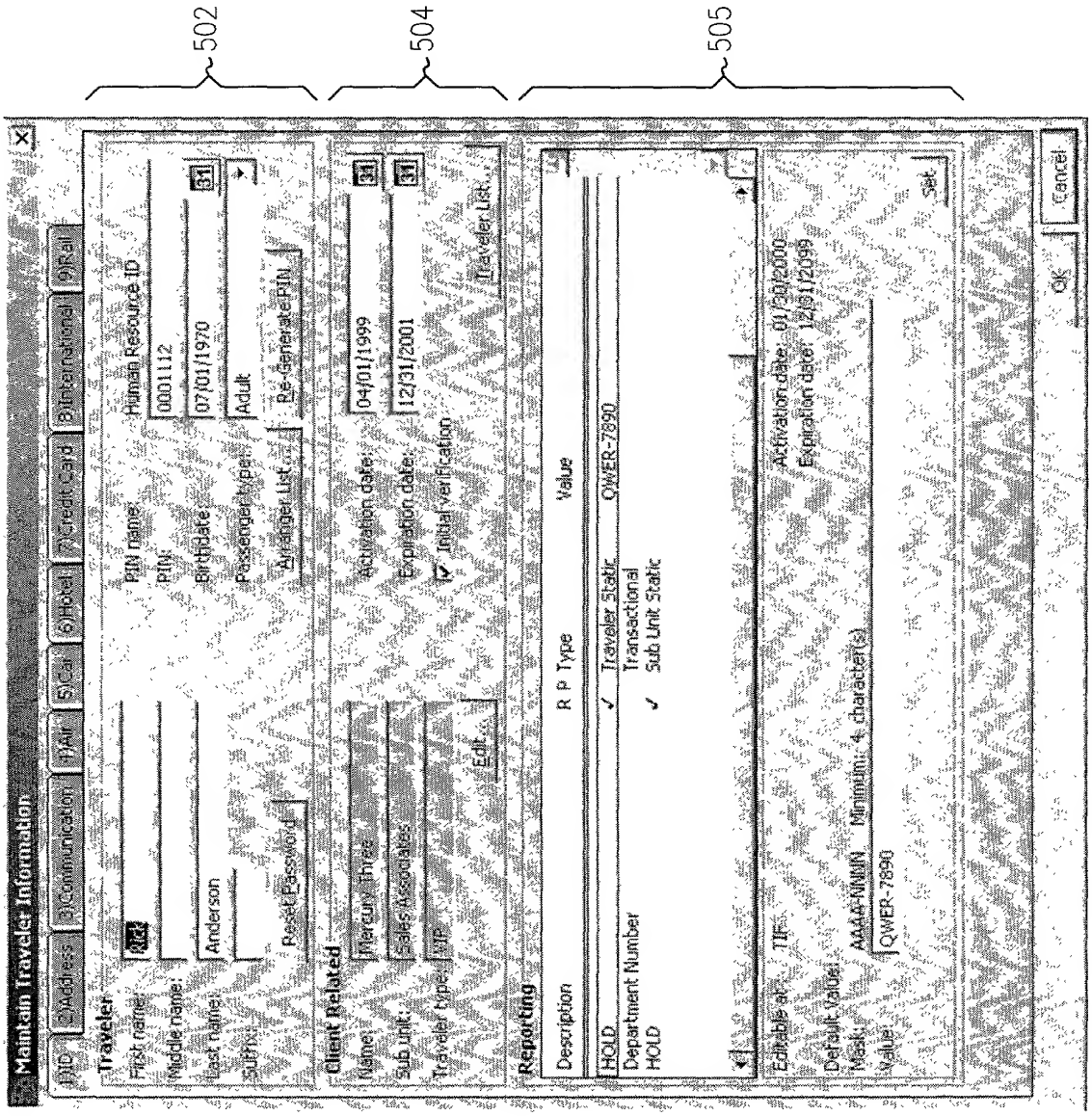
502
504
505
500
Maintain Traveler Information
Traveler
Client Related
Reporting
Description
R P Type
Value
HOLD
Traveler Static
QWER-7890
Department Number
HOLD
Transactional
Sub Unit Static
Editable at:
TIF
Default Value:
Mask:
AAAA-NNNN
Minimum: 4 character(s)
Value:
QWER-7890
Activation date: 01/30/2000
Expiration date: 12/31/2099
Set
OK
Cancel

FIG. 5A

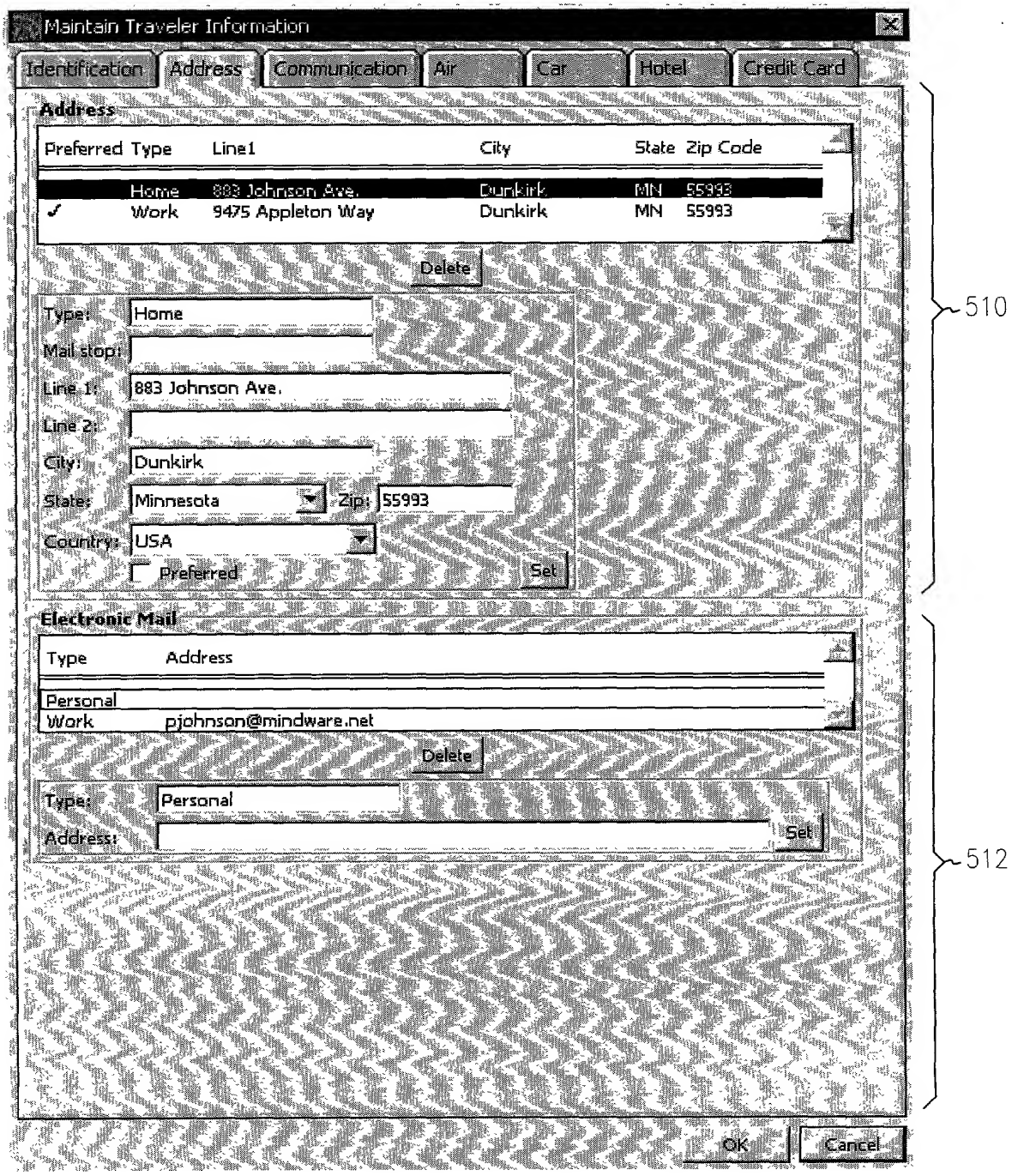
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Hotel
Credit Card
Address
Preferred Type Line1 City State Zip Code
Home 883 Johnson Ave. Dunkirk MN 55993
✓ Work 9475 Appleton Way Dunkirk MN 55993
Delete
Type: Home
Mail stop:
Line 1: 883 Johnson Ave.
Line 2:
City: Dunkirk
State: Minnesota
Zip: 55993
Country: USA
Preferred
Set
510
Electronic Mail
Type Address
Personal
Work pjohnson@mindware.net
Delete
Type: Personal
Address:
Set
512
OK
Cancel

FIG. 5B

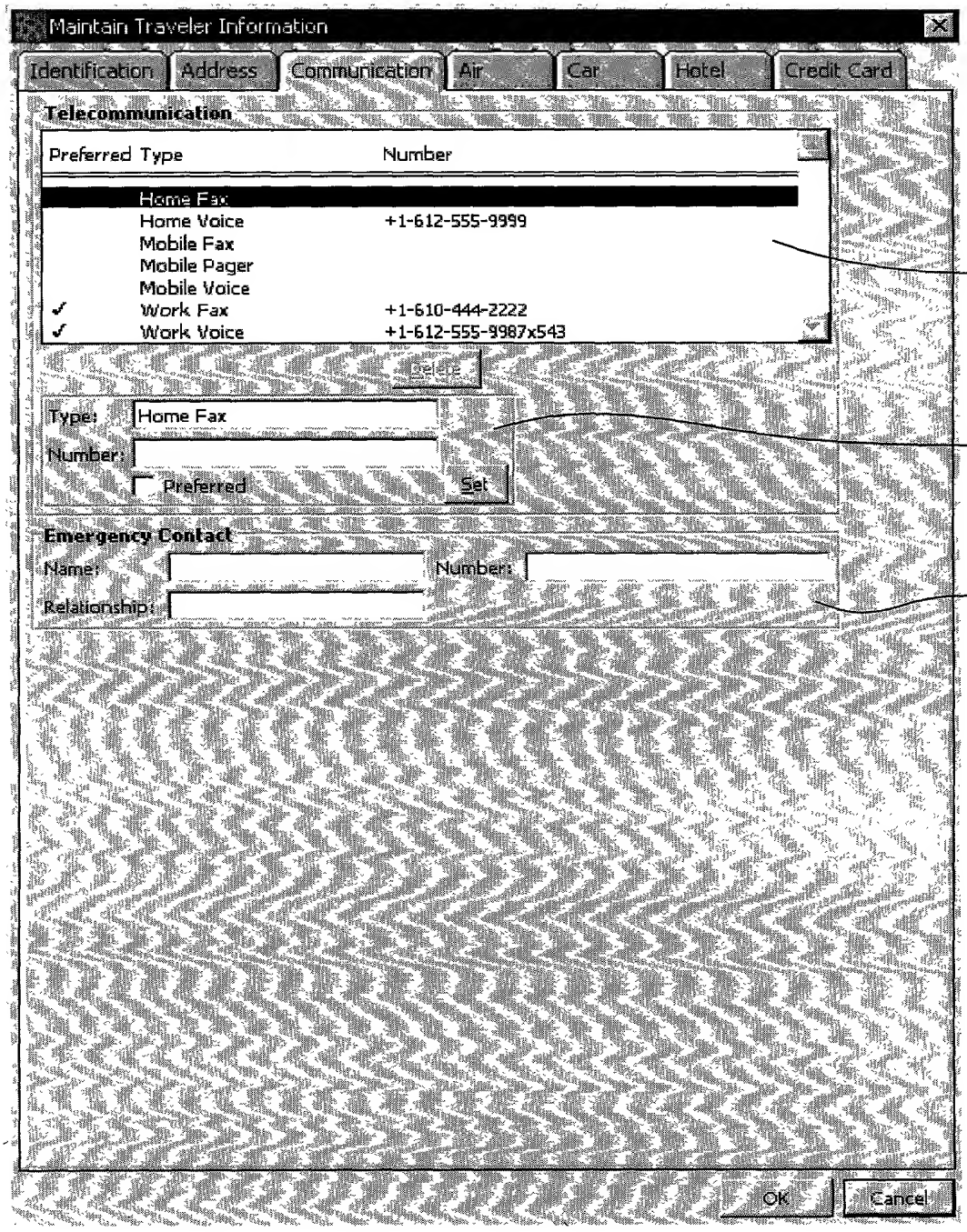
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Hotel
Credit Card
Telecommunication
Preferred Type
Number
Home Fax
Home Voice
+1-612-555-9999
Mobile Fax
Mobile Pager
Mobile Voice
Work Fax
+1-610-444-2222
Work Voice
+1-612-555-9987x543
Delete
Type:
Home Fax
Number:
Preferred
Set
Emergency Contact
Name:
Number:
Relationship:
OK
Cancel
514
516
518

FIG. 5C

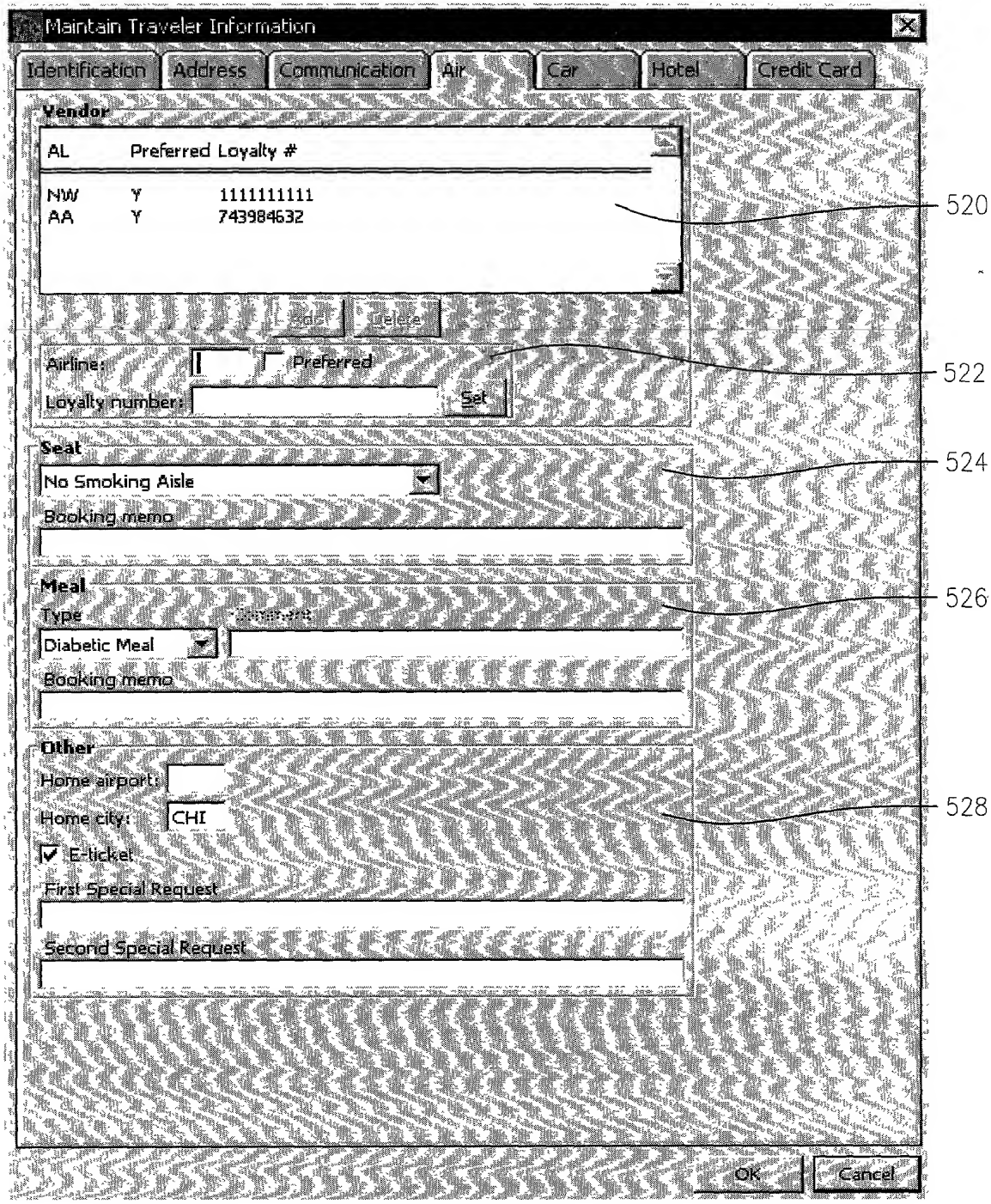
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Hotel
Credit Card
Vendor
AL Preferred Loyalty #
NW Y 1111111111
AA Y 743984632
Add
Delete
Airline:
Preferred
Loyalty number:
Set
Seat
No Smoking Aisle
Booking memo
Meal
Type
Diabetic Meal
Booking memo
Other
Home airport:
Home city:
CHI
E-ticket
First Special Request
Second Special Request
OK
Cancel
520
522
524
526
528

FIG. 5D

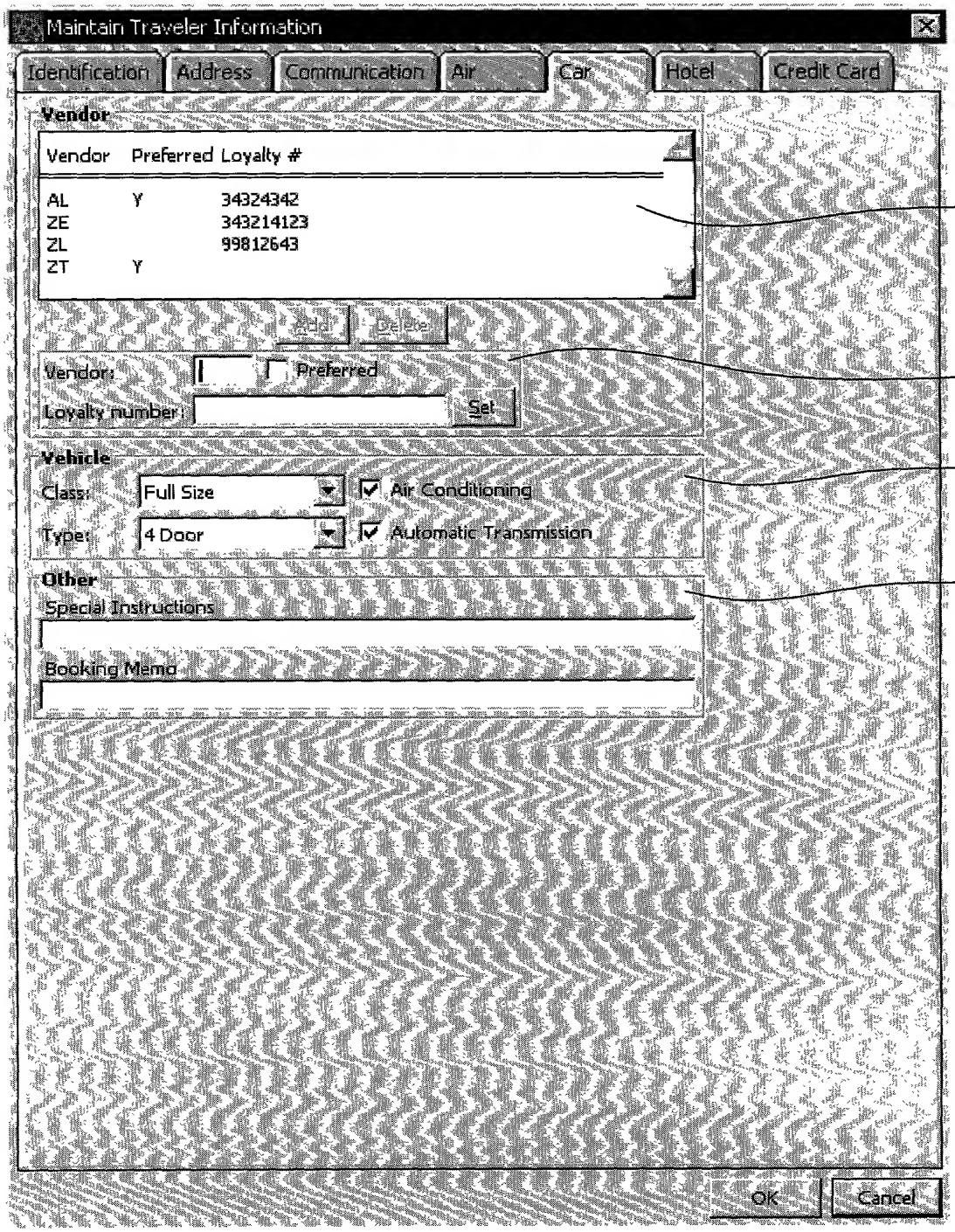
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Hotel
Credit Card
Vendor
Vendor Preferred Loyalty #
AL Y 34324342
ZE 343214123
ZL 99812643
ZT Y
Add
Delete
Vendor:
Preferred
Loyalty number:
Set
Vehicle
Class:
Full Size
Air Conditioning
Type:
4 Door
Automatic Transmission
Other
Special Instructions
Booking Memo
OK
Cancel
530
532
534
536

FIG. 5E

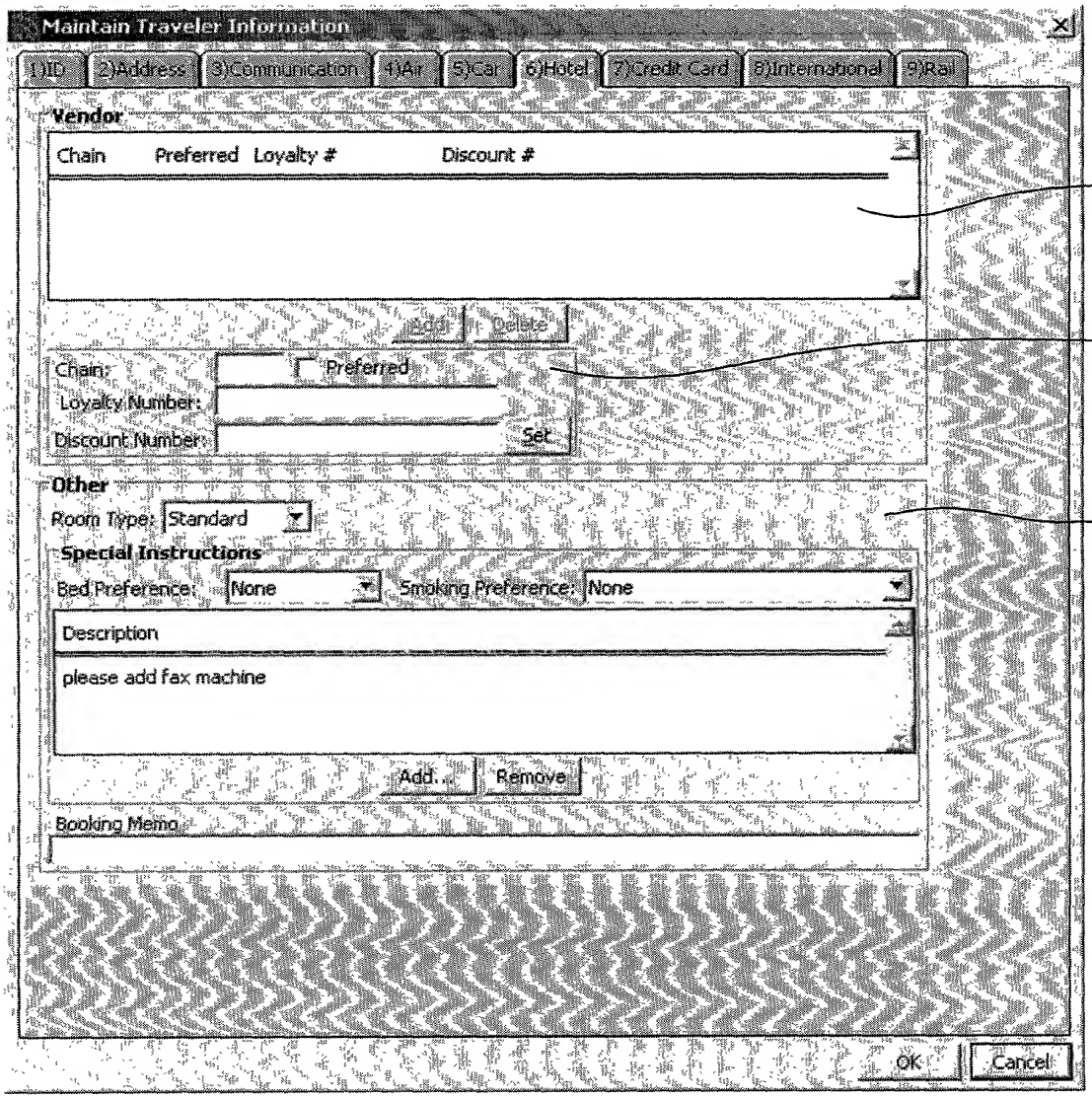
Maintain Traveler Information
1)ID
2)Address
3)Communication
4)Air
5)Car
6)Hotel
7)Credit Card
8)International
9)Rail
Vendor
Chain
Preferred
Loyalty #
Discount #
538
Add
Delete
540
Chain:
Preferred
Loyalty Number:
Discount Number:
Set
Other
Room Type:
Standard
542
Special Instructions
Bed Preference:
None
Smoking Preference:
None
Description
please add fax machine
Add...
Remove
Booking Memo
OK
Cancel

FIG. 5F

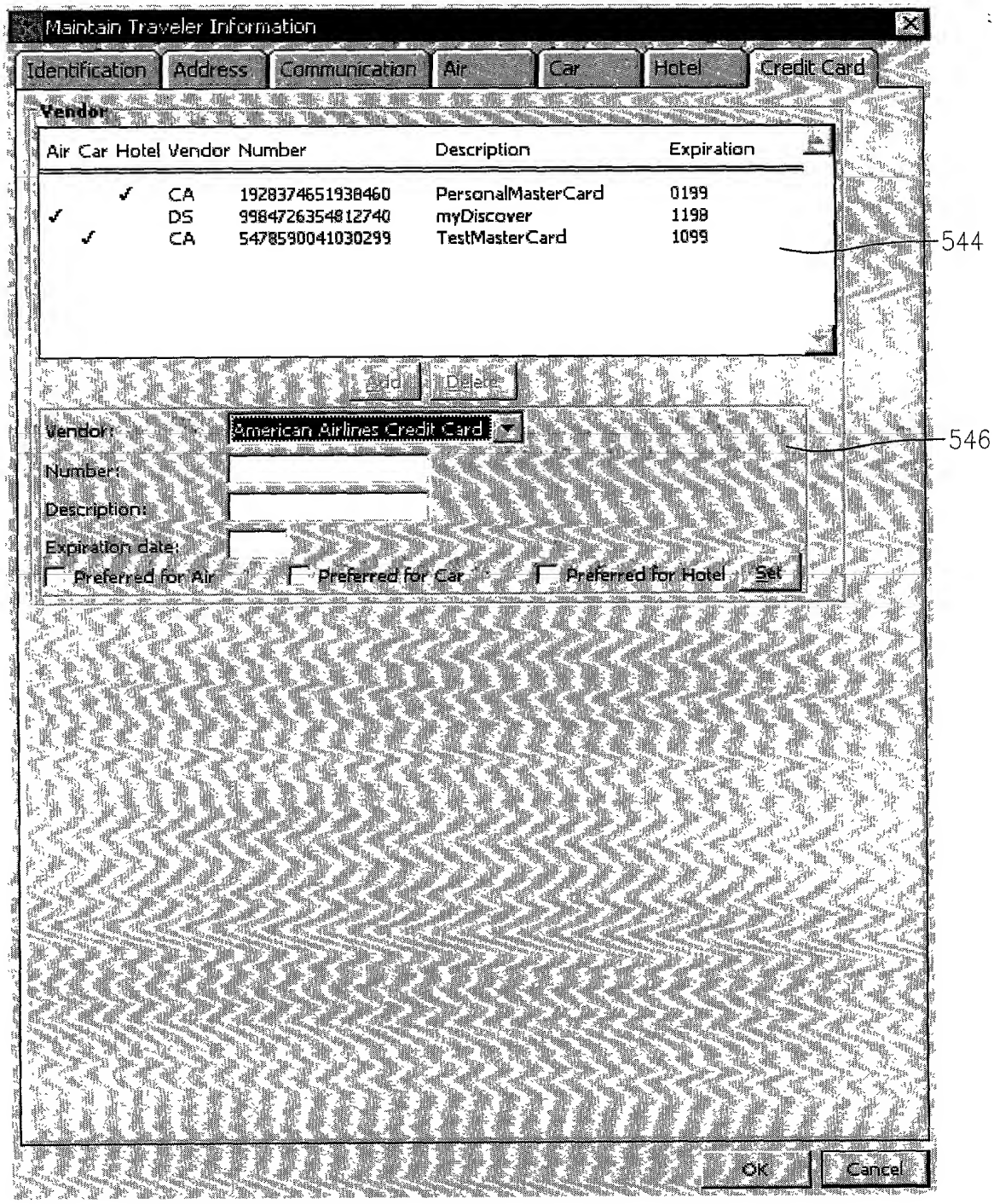
Maintain Traveler Information
Identification
Address
Communication
Air
Car
Hotel
Credit Card
Vendor
Air Car Hotel Vendor Number Description Expiration
CA 1928374651938460 PersonalMasterCard 0199
DS 9984726354812740 myDiscover 1198
CA 5478590041030299 TestMasterCard 1099
544
Add
Delete
Vendor:
American Airlines Credit Card
546
Number:
Description:
Expiration date:
Preferred for Air
Preferred for Car
Preferred for Hotel
Set
OK
Cancel

FIG. 5G

FIG. 5H

Sheet 5 of 63 Patent Application Publication

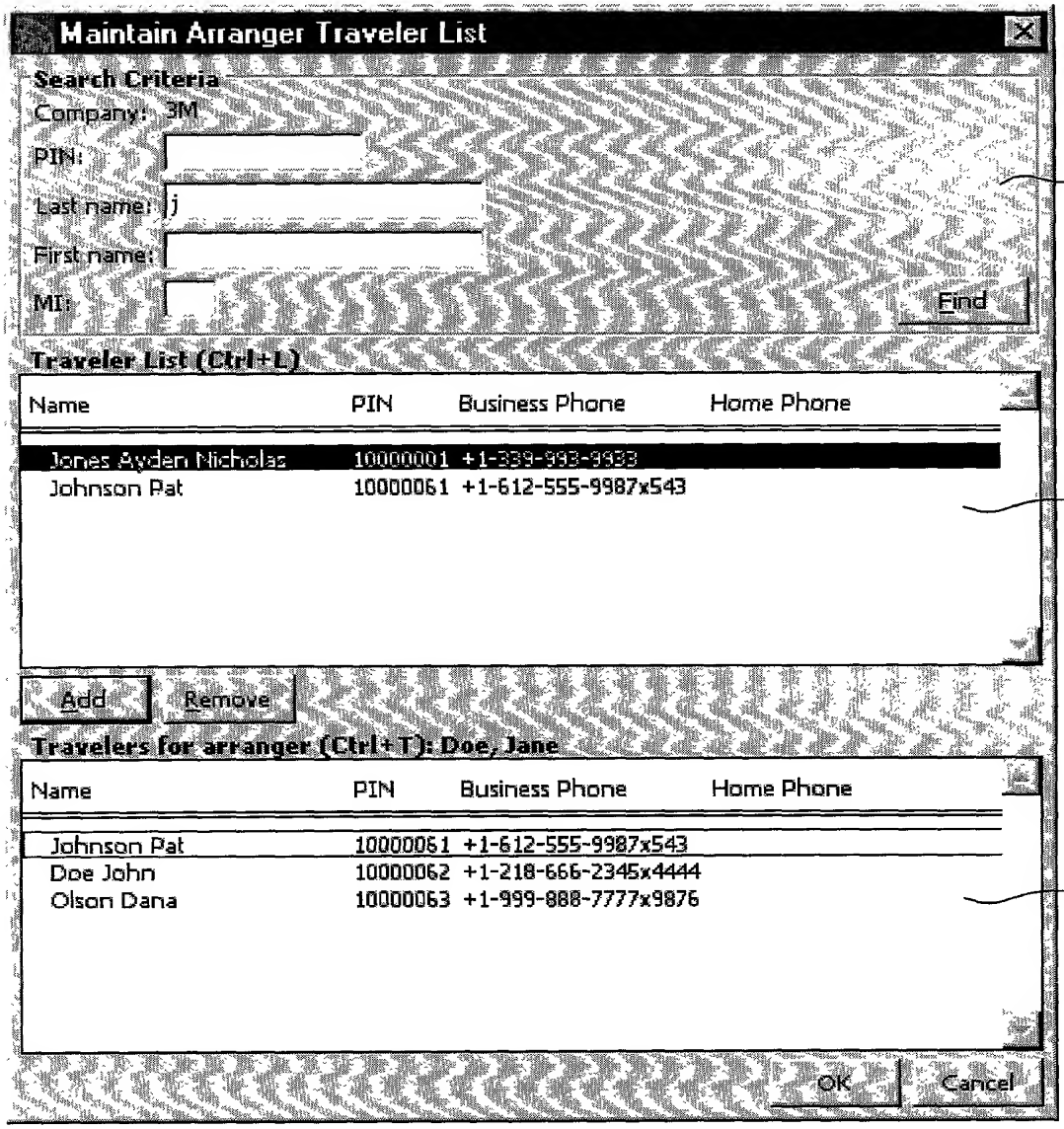
Maintain Arranger Traveler List
Search Criteria
Company: 3M
PIN:
Last name: j
First name:
MI:
Find
550
Traveler List (Ctrl+L)
Name
PIN
Business Phone
Home Phone
Jones Ayden Nicholas 10000001 +1-339-993-9983
Johnson Pat 10000061 +1-612-555-9987x543
552
Add
Remove
Travelers for arranger (Ctrl+T): Doe, Jane
Name
PIN
Business Phone
Home Phone
Johnson Pat 10000061 +1-612-555-9987x543
Doe John 10000062 +1-218-666-2345x4444
Olson Dana 10000063 +1-999-888-7777x9876
554
OK
Cancel

FIG. 5I

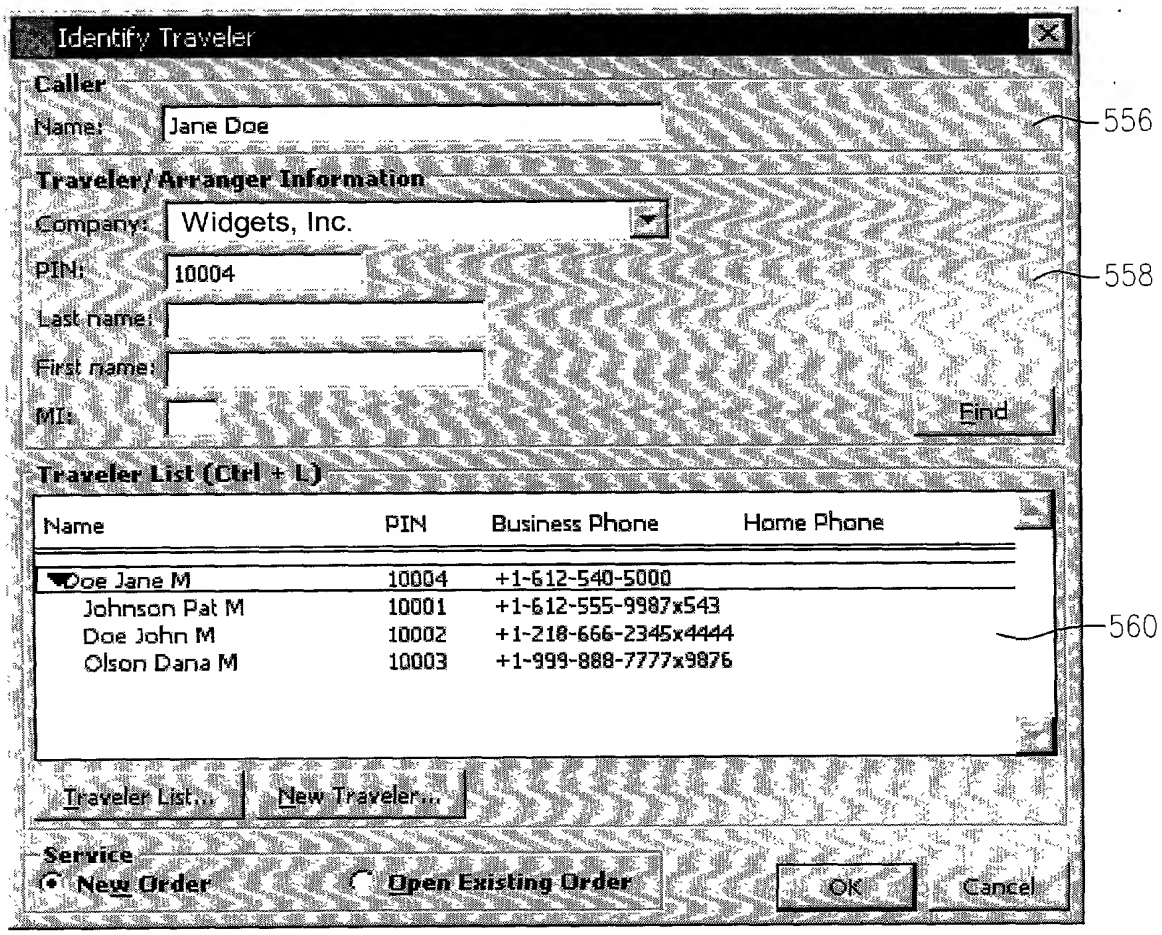

FIG. 5J

05886455.1 - 0L4F0Z

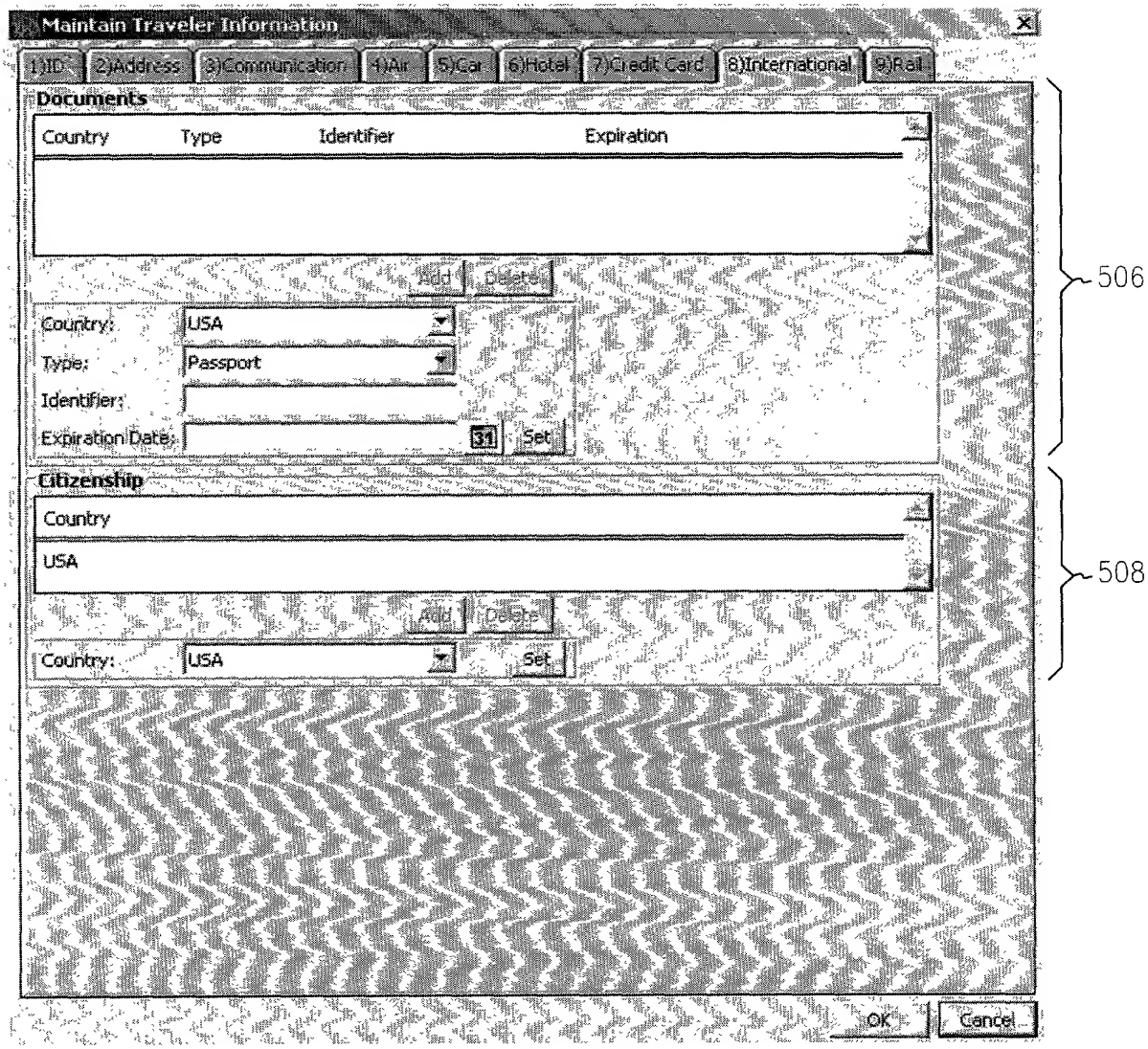

FIG. 5K

09886457 - 061401

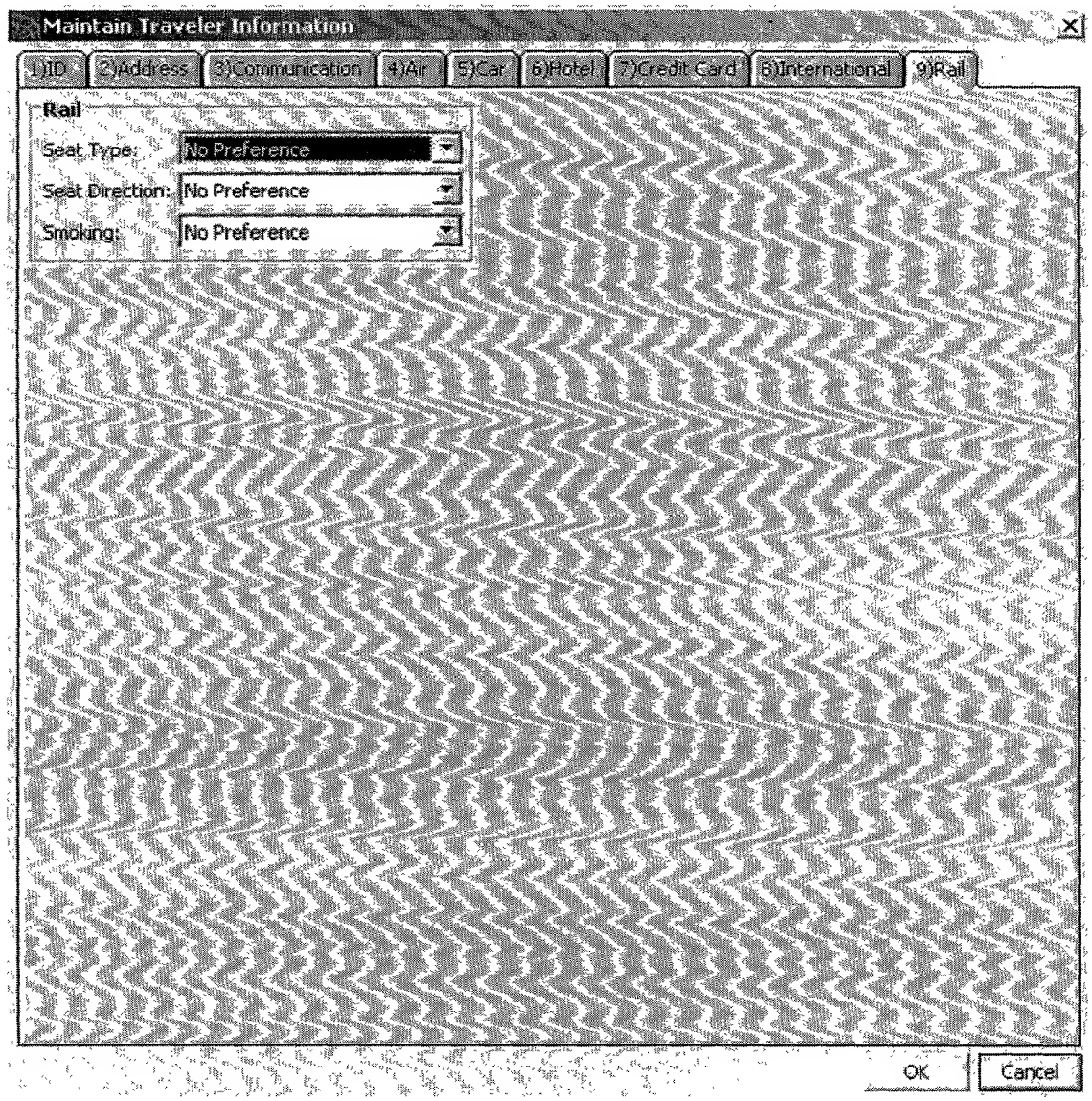

FIG. 5L

D5886459 - 042403

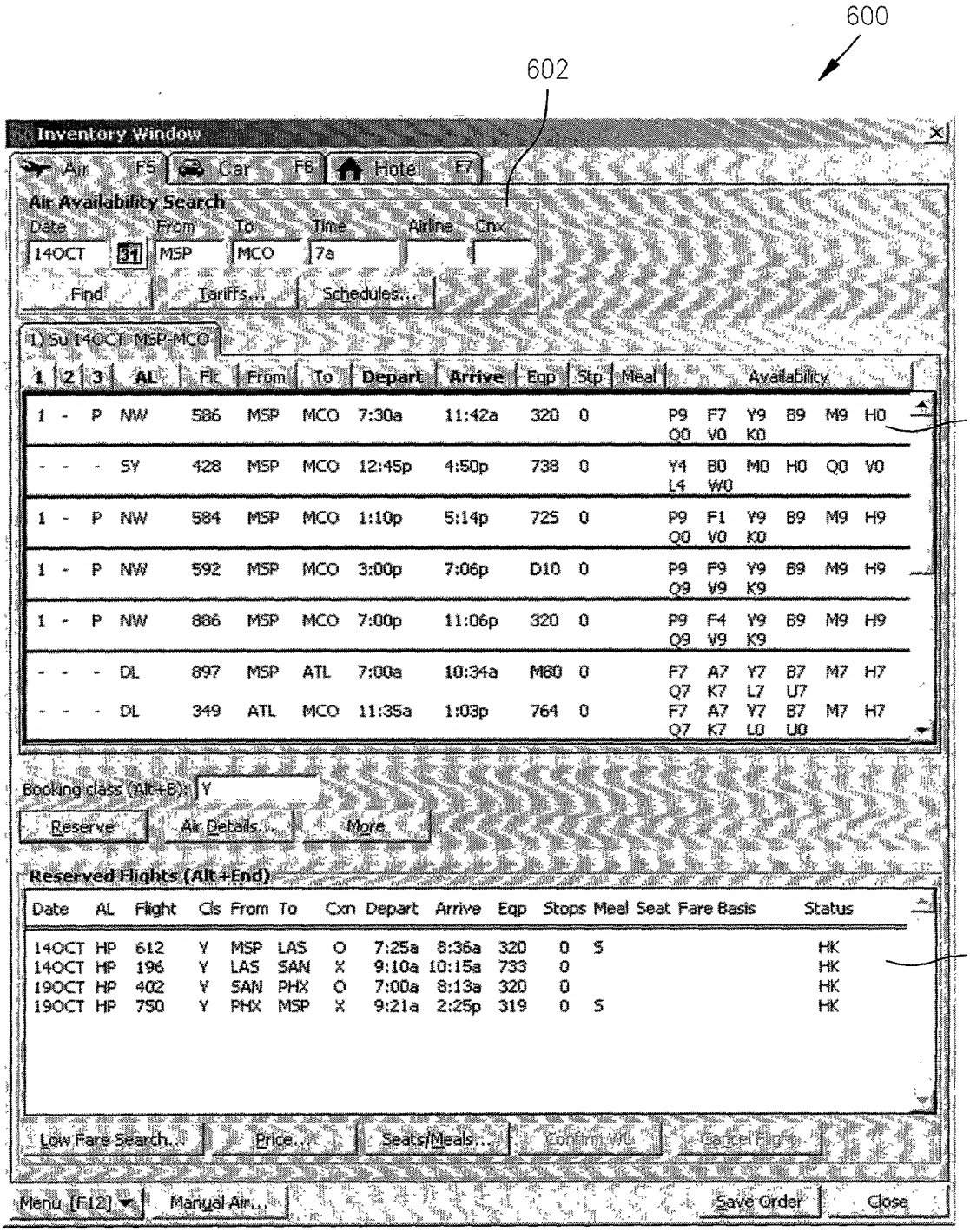
600
602
Inventory Window
Air F5
Car F6
Hotel F7
Air Availability Search
Date
From
To
Time
Airline
Cnx
14OCT
31
MSP
MCO
7a
Find
Tariffs...
Schedules...
1) Su 14OCT MSP-MCO
1 2 3 AL Flt From To Depart Arrive Eqp Stp Meal Availability
1 - P NW 586 MSP MCO 7:30a 11:42a 320 0 P9 F7 Y9 B9 M9 H0 Q0 V0 K0
- - - SY 428 MSP MCO 12:45p 4:50p 738 0 Y4 B0 M0 H0 Q0 V0 L4 W0
1 - P NW 584 MSP MCO 1:10p 5:14p 725 0 P9 F1 Y9 B9 M9 H9 Q0 V0 K0
1 - P NW 592 MSP MCO 3:00p 7:06p D10 0 P9 F9 Y9 B9 M9 H9 Q9 V9 K9
1 - P NW 886 MSP MCO 7:00p 11:06p 320 0 P9 F4 Y9 B9 M9 H9 Q9 V9 K9
- - - DL 897 MSP ATL 7:00a 10:34a M80 0 F7 A7 Y7 B7 M7 H7 Q7 K7 L7 U7
- - - DL 349 ATL MCO 11:35a 1:03p 764 0 F7 A7 Y7 B7 M7 H7 Q7 K7 L0 U0
604
Booking class (Alt+B): Y
Reserve
Air Details...
More
Reserved Flights (Alt+End)
Date AL Flight Cls From To Cxn Depart Arrive Eqp Stops Meal Seat Fare Basis Status
14OCT HP 612 Y MSP LAS O 7:25a 8:36a 320 0 S HK
14OCT HP 196 Y LAS SAN X 9:10a 10:15a 733 0 HK
19OCT HP 402 Y SAN PHX O 7:00a 8:13a 320 0 HK
19OCT HP 750 Y PHX MSP X 9:21a 2:25p 319 0 S HK
606
Low Fare Search...
Price...
Seats/Meals...
Confirm WL
Cancel Flight
Menu [F12]
Manual Air...
Save Order
Close

FIG. 6A

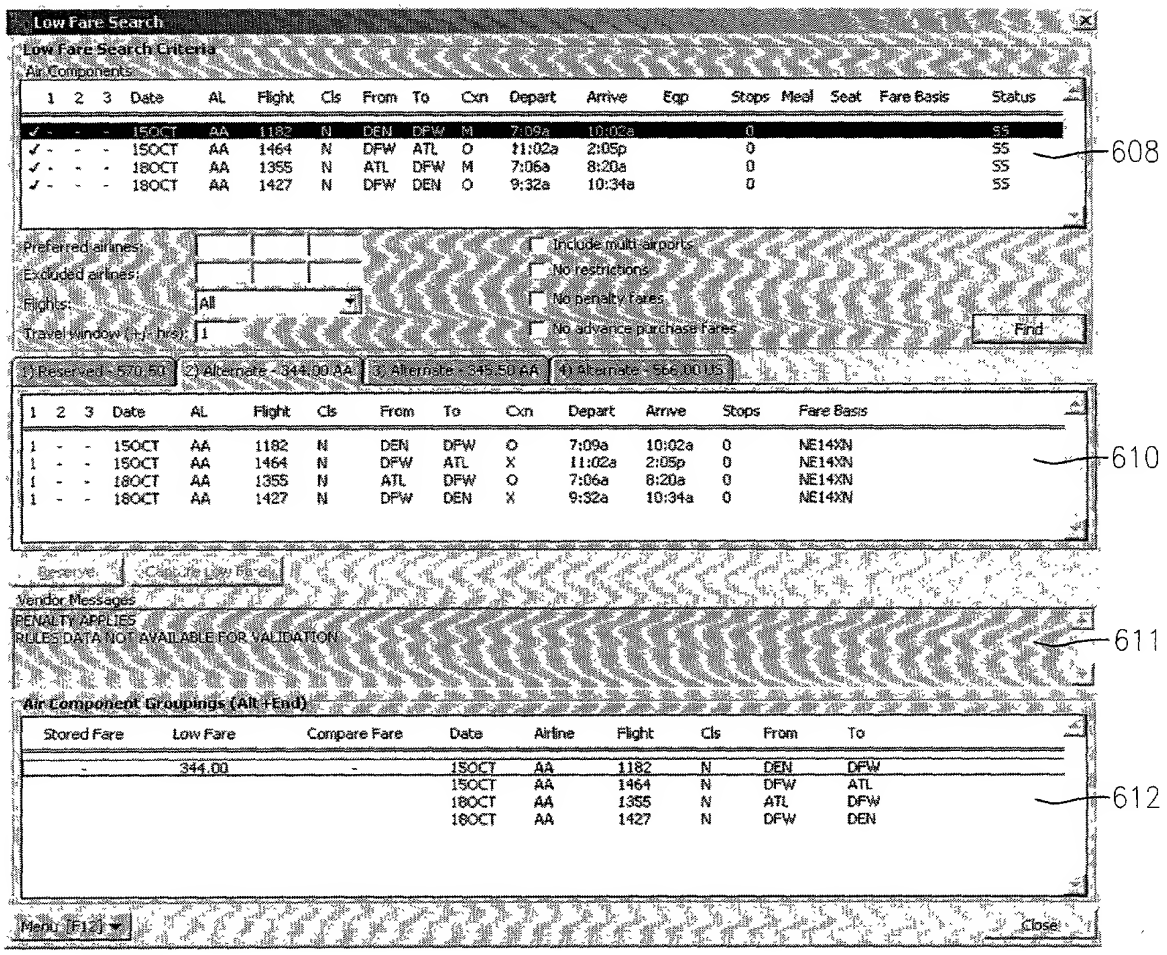
Low Fare Search
Low Fare Search Criteria
Air Components
608
Preferred airlines:
Excluded airlines:
Flights:
Travel window (+/- hrs):
Include multi-airports
No restrictions
No penalty fares
No advance purchase fares
Find
610
Reserve
Vendor Messages
PENALTY APPLIES
RULES DATA NOT AVAILABLE FOR VALIDATION
611
Air Component Groupings (Alt+End)
612
Menu (F12)
Close

FIG. 6B

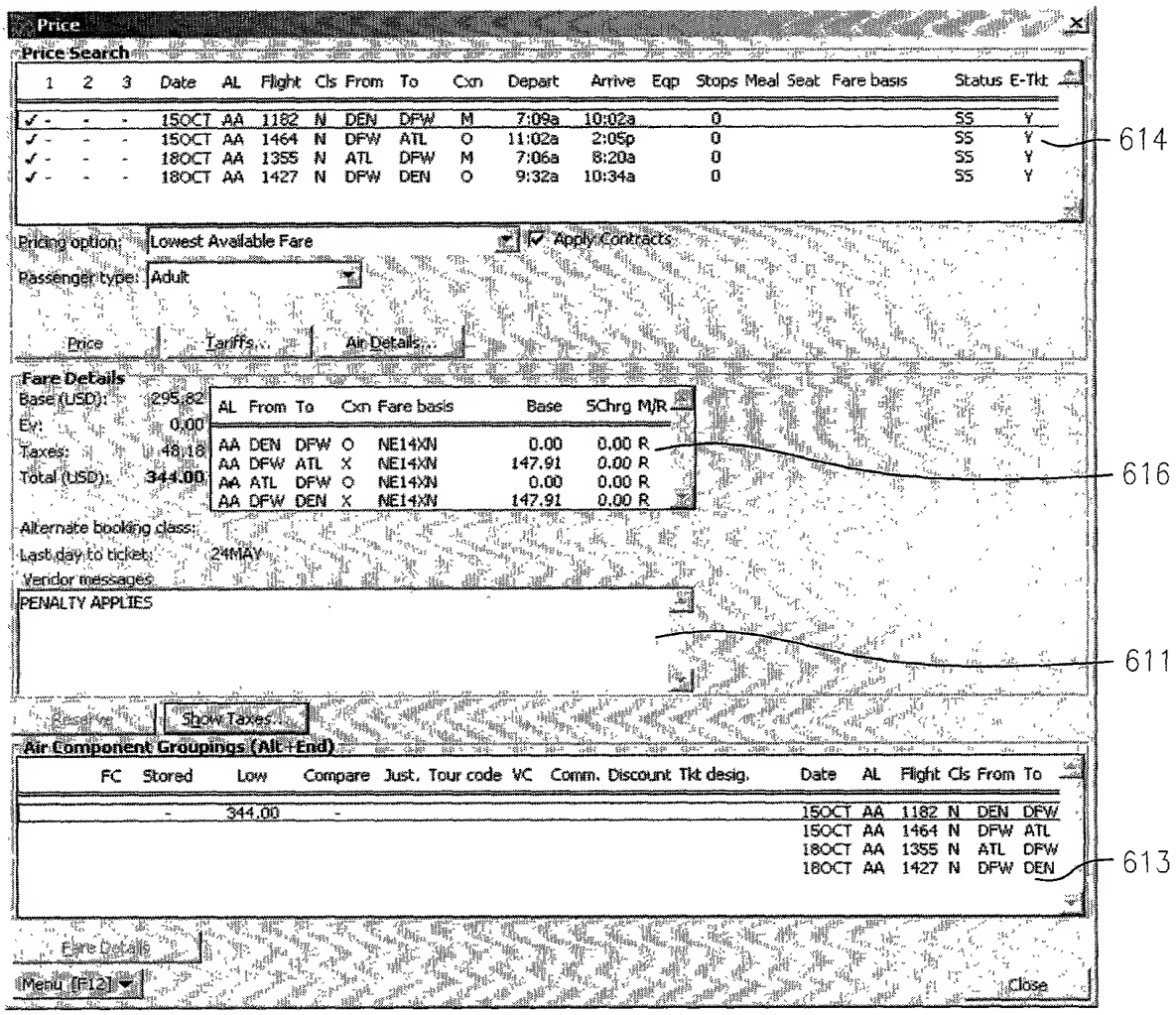
Price
Price Search
1 2 3 Date AL Flight Cls From To Cxn Depart Arrive Eqp Stops Meal Seat Fare basis Status E-Tkt
✓ - - - 15OCT AA 1182 N DEN DFW M 7:09a 10:02a 0 SS Y
✓ - - - 15OCT AA 1464 N DFW ATL O 11:02a 2:05p 0 SS Y
✓ - - - 18OCT AA 1355 N ATL DFW M 7:06a 8:20a 0 SS Y
✓ - - - 18OCT AA 1427 N DFW DEN O 9:32a 10:34a 0 SS Y
614
Pricing option: Lowest Available Fare
Apply Contracts
Passenger type: Adult
Price
Tariffs...
Air Details...
Fare Details
Base (USD): 295.82
EV: 0.00
Taxes: 48.18
Total (USD): 344.00
AL From To Cxn Fare basis Base SChrg M/R
AA DEN DFW O NE14XN 0.00 0.00 R
AA DFW ATL X NE14XN 147.91 0.00 R
AA ATL DFW O NE14XN 0.00 0.00 R
AA DFW DEN X NE14XN 147.91 0.00 R
616
Alternate booking class:
Last day to ticket: 24MAY
Vendor messages
PENALTY APPLIES
611
Show Taxes...
Air Component Groupings (Alt+End)
FC Stored Low Compare Just. Tour code VC Comm. Discount Tkt desig. Date AL Flight Cls From To
- 344.00 -
15OCT AA 1182 N DEN DFW
15OCT AA 1464 N DFW ATL
18OCT AA 1355 N ATL DFW
18OCT AA 1427 N DFW DEN
613
Fare Details
Menu (F12)
Close

FIG. 6C

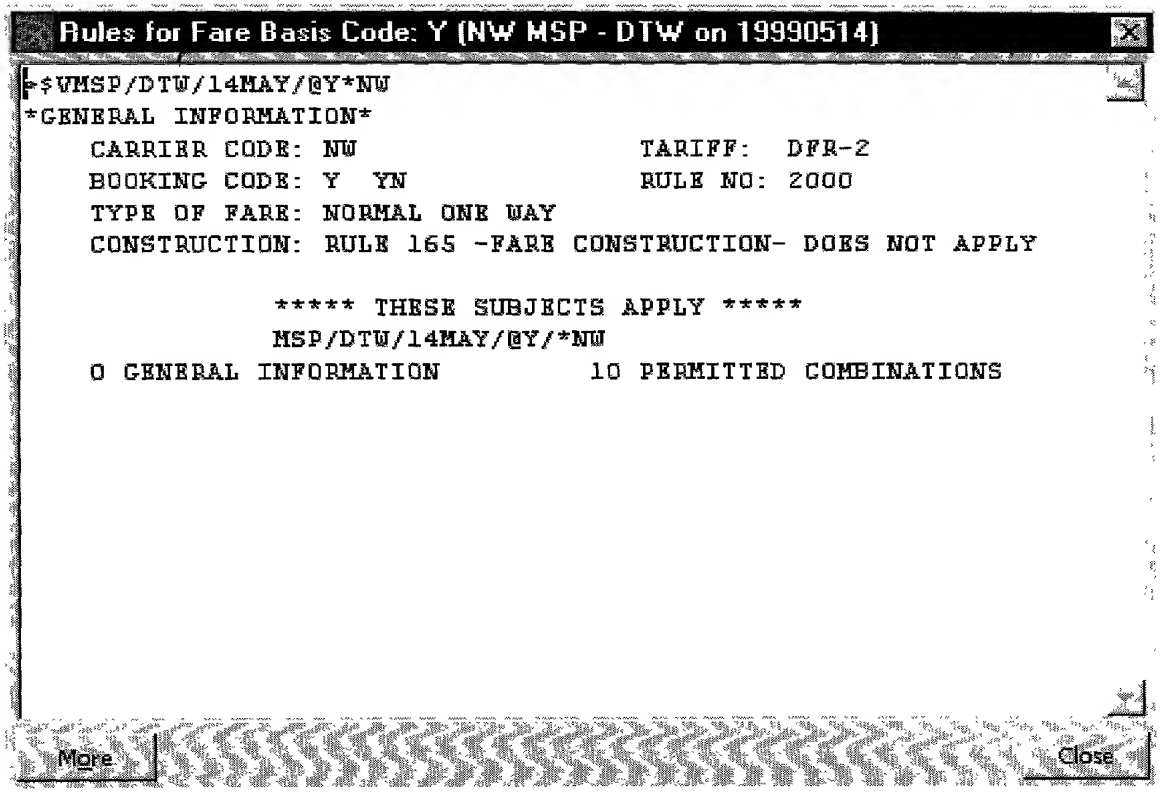

FIG. 6D

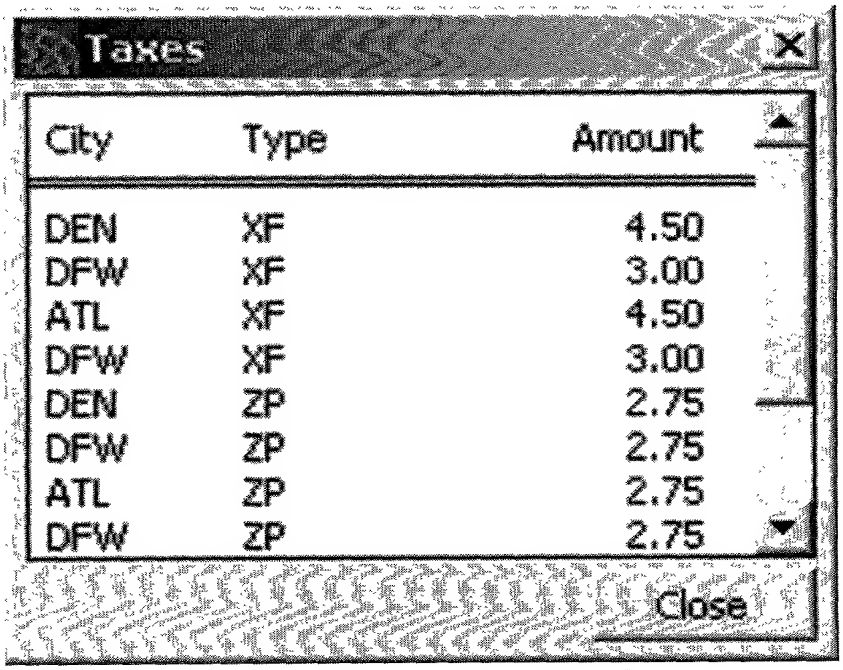

FIG. 6E

09886457 - 061502

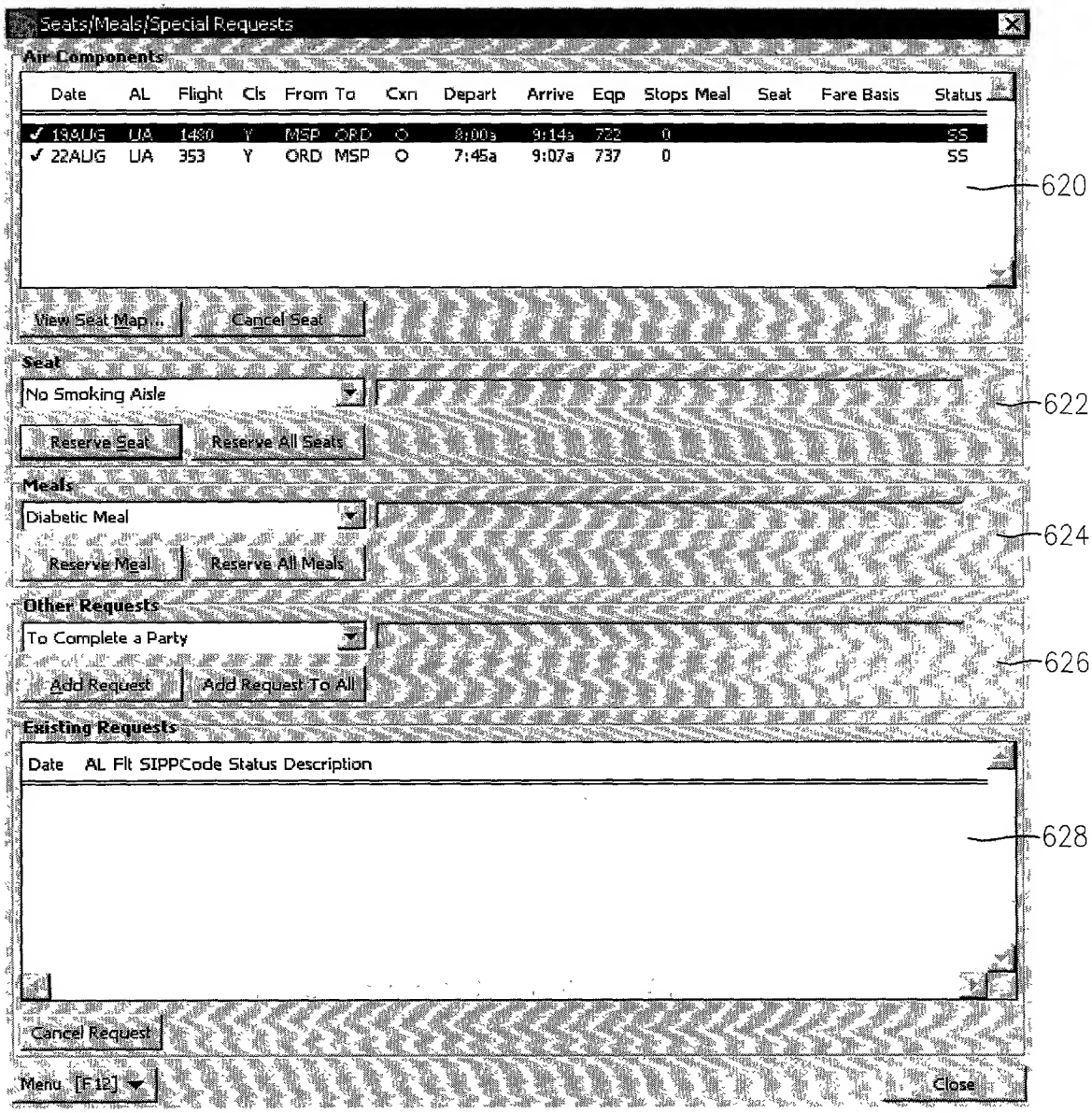
Seats/Meals/Special Requests
Air Components
Date AL Flight Cls From To Cxn Depart Arrive Eqp Stops Meal Seat Fare Basis Status
19AUG UA 1430 Y MSP ORD O 8:00a 9:14a 722 0 SS
22AUG UA 353 Y ORD MSP O 7:45a 9:07a 737 0 SS
620
View Seat Map...
Cancel Seat
Seat
No Smoking Aisle
622
Reserve Seat
Reserve All Seats
Meals
Diabetic Meal
624
Reserve Meal
Reserve All Meals
Other Requests
To Complete a Party
626
Add Request
Add Request To All
Existing Requests
Date AL Flt SIPPCode Status Description
628
Cancel Request
Menu [F12]
Close

FIG. 6F

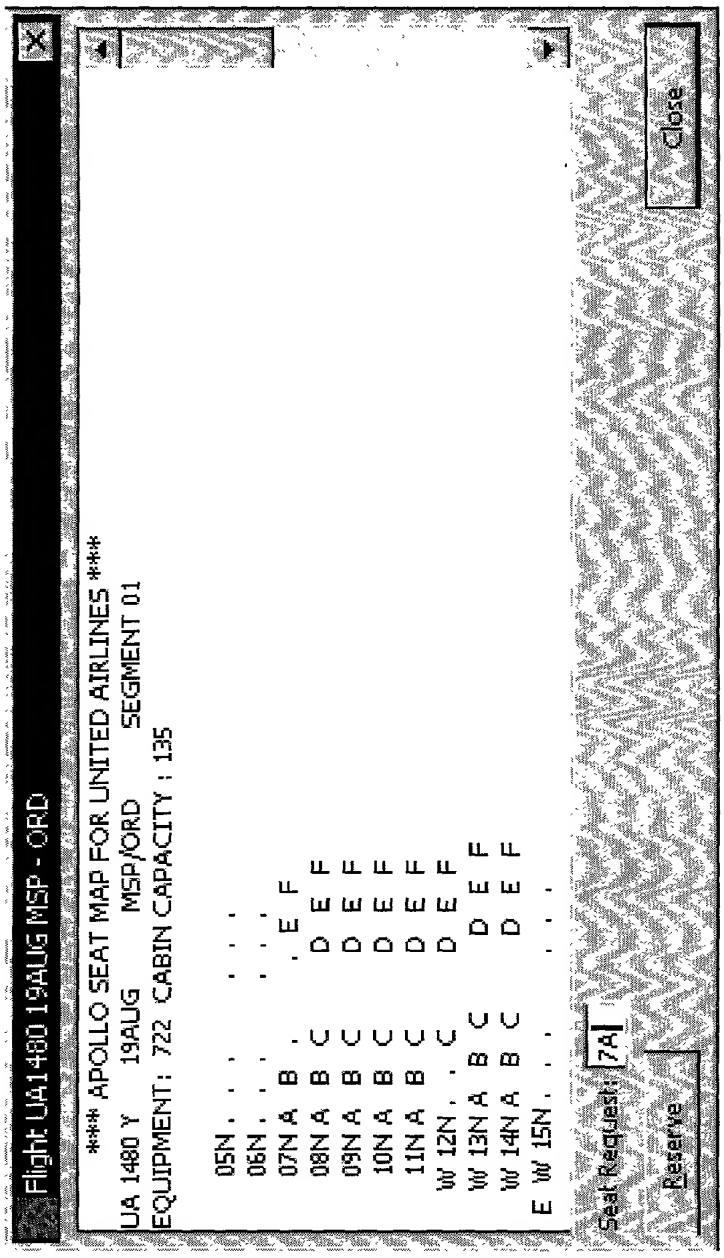

FIG. 6G

20170754850

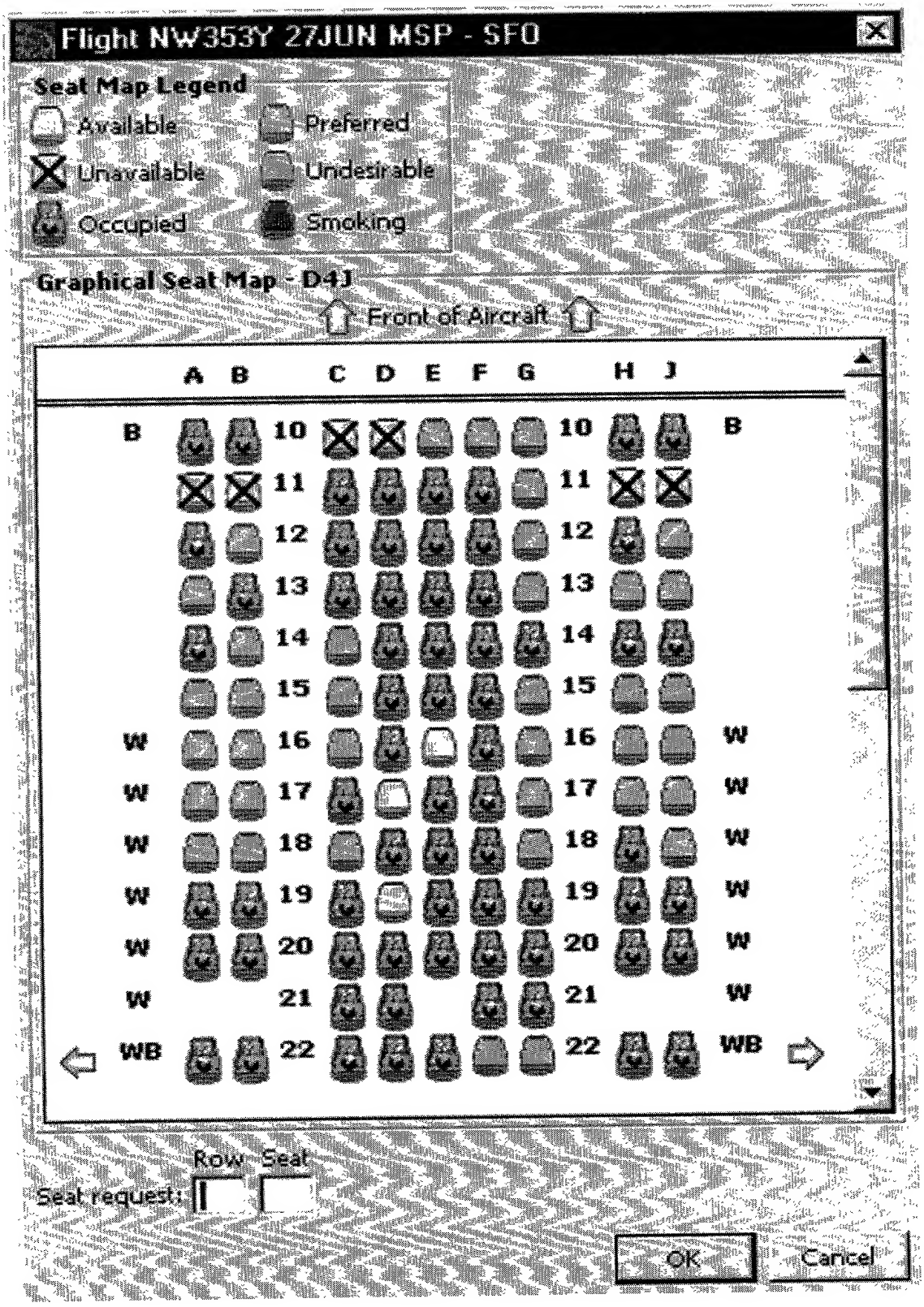
Flight NW353Y 27JUN MSP - SFO
Seat Map Legend
Available
Preferred
Unavailable
Undesirable
Occupied
Smoking
Graphical Seat Map - D4J
Front of Aircraft
A B C D E F G H J
B
W
WB
10
11
12
13
14
15
16
17
18
19
20
21
22
Row
Seat
Seat request:
OK
Cancel

FIG. 6H

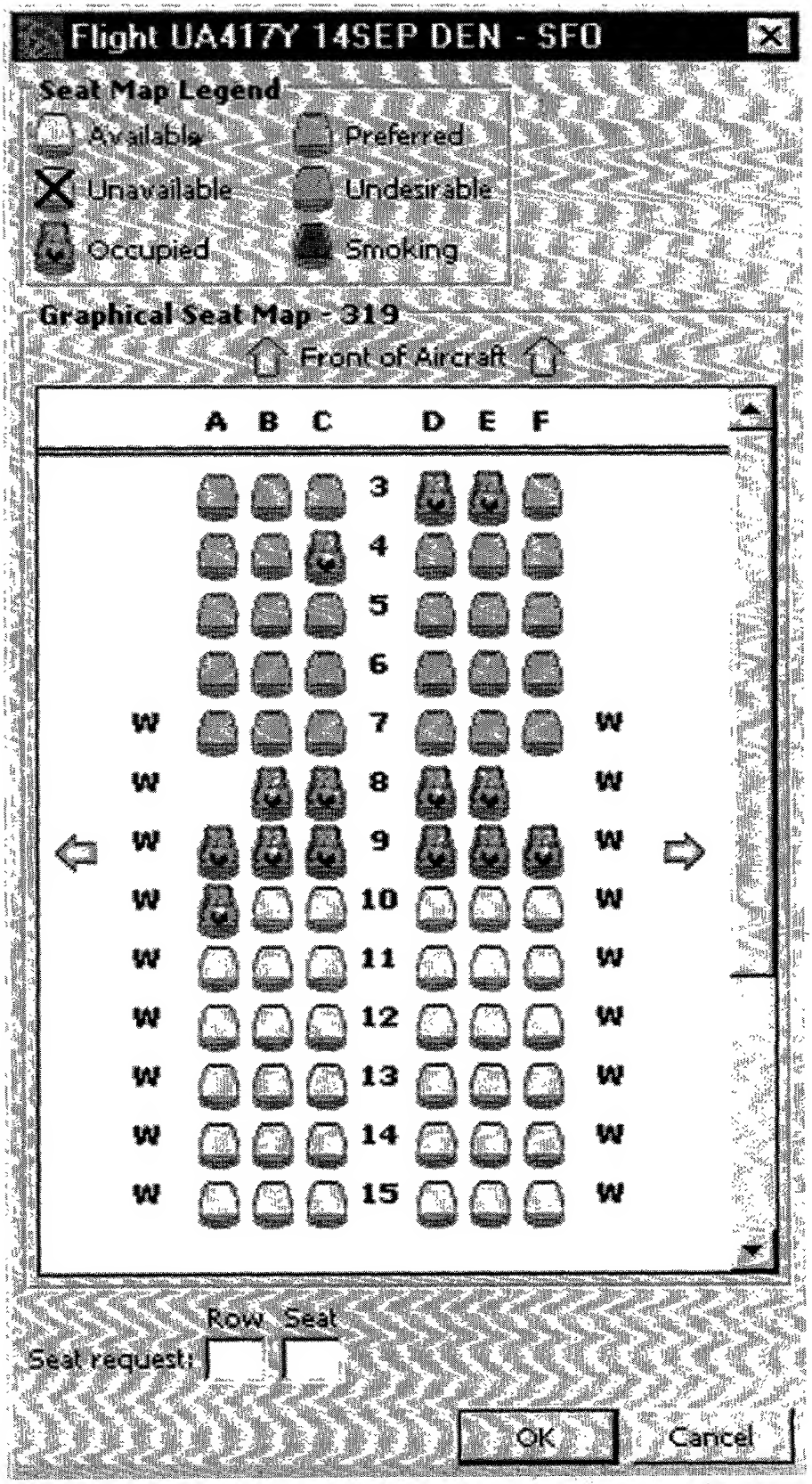

FIG. 6I

Docket No. 59796.0150

FIG.6 J

09886457 - 062104

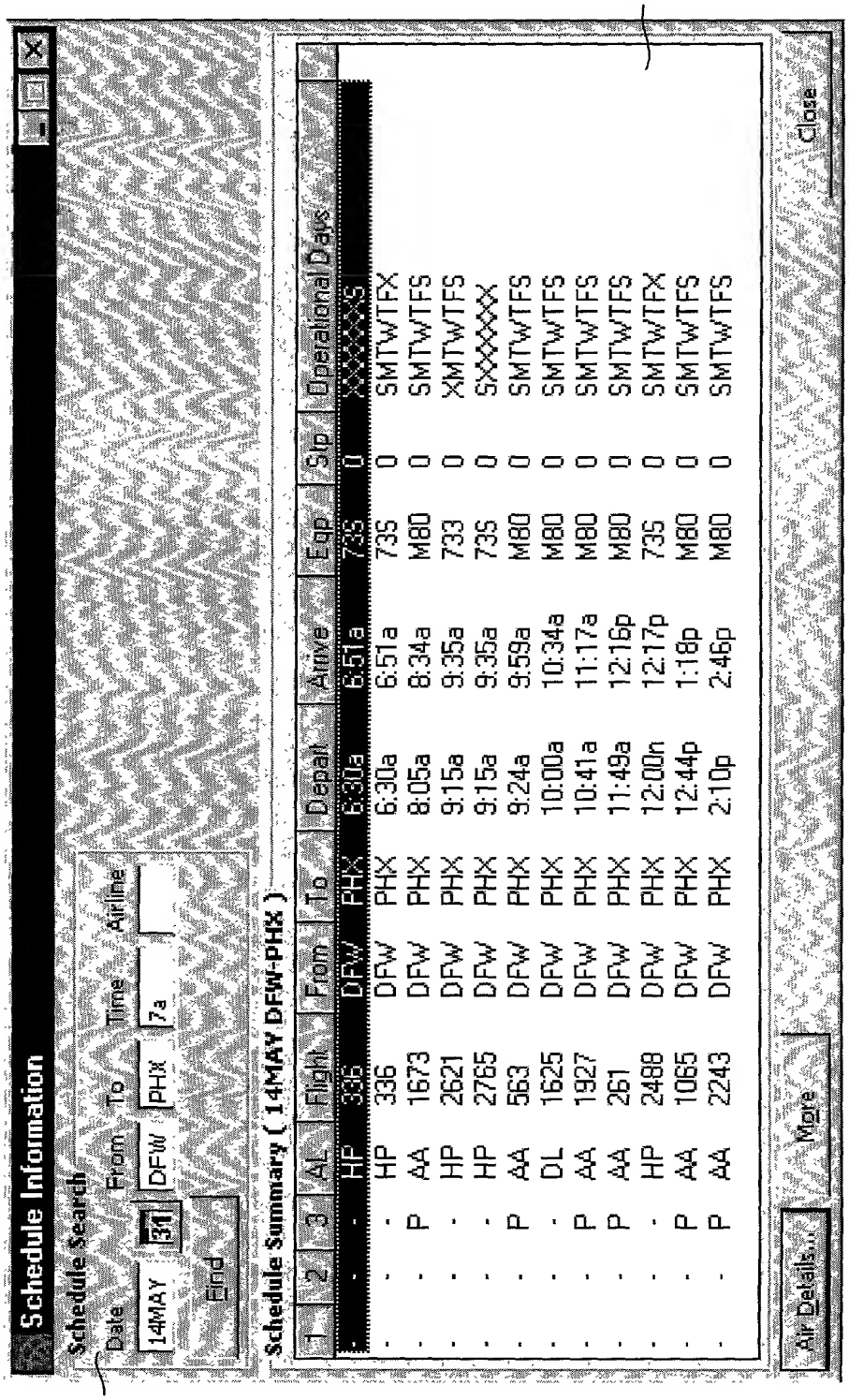
Schedule Information
Schedule Search
Date
From
To
Time
Airline
14MAY
31
DFW
PHX
7a
Find
629
Schedule Summary (14MAY DFW-PHX)
630
1
2
3
AL
Flight
From
To
Depart
Arrive
Eqp
Stp
Operational Days
HP 336 DFW PHX 6:30a 6:51a 73S 0 XXXXXXS
- - HP 336 DFW PHX 6:30a 6:51a 73S 0 SMTWTFX
- - P AA 1673 DFW PHX 8:05a 8:34a M80 0 SMTWTFS
- - - HP 2621 DFW PHX 9:15a 9:35a 733 0 XMTWTFS
- - - HP 2765 DFW PHX 9:15a 9:35a 73S 0 SXXXXXX
- - P AA 563 DFW PHX 9:24a 9:59a M80 0 SMTWTFS
- - - DL 1625 DFW PHX 10:00a 10:34a M80 0 SMTWTFS
- - P AA 1927 DFW PHX 10:41a 11:17a M80 0 SMTWTFS
- - P AA 261 DFW PHX 11:49a 12:16p M80 0 SMTWTFS
- - - HP 2488 DFW PHX 12:00n 12:17p 73S 0 SMTWTFX
- - P AA 1065 DFW PHX 12:44p 1:18p M80 0 SMTWTFS
- - P AA 2243 DFW PHX 2:10p 2:46p M80 0 SMTWTFS
Air Details...
More
Close

FIG. 6K

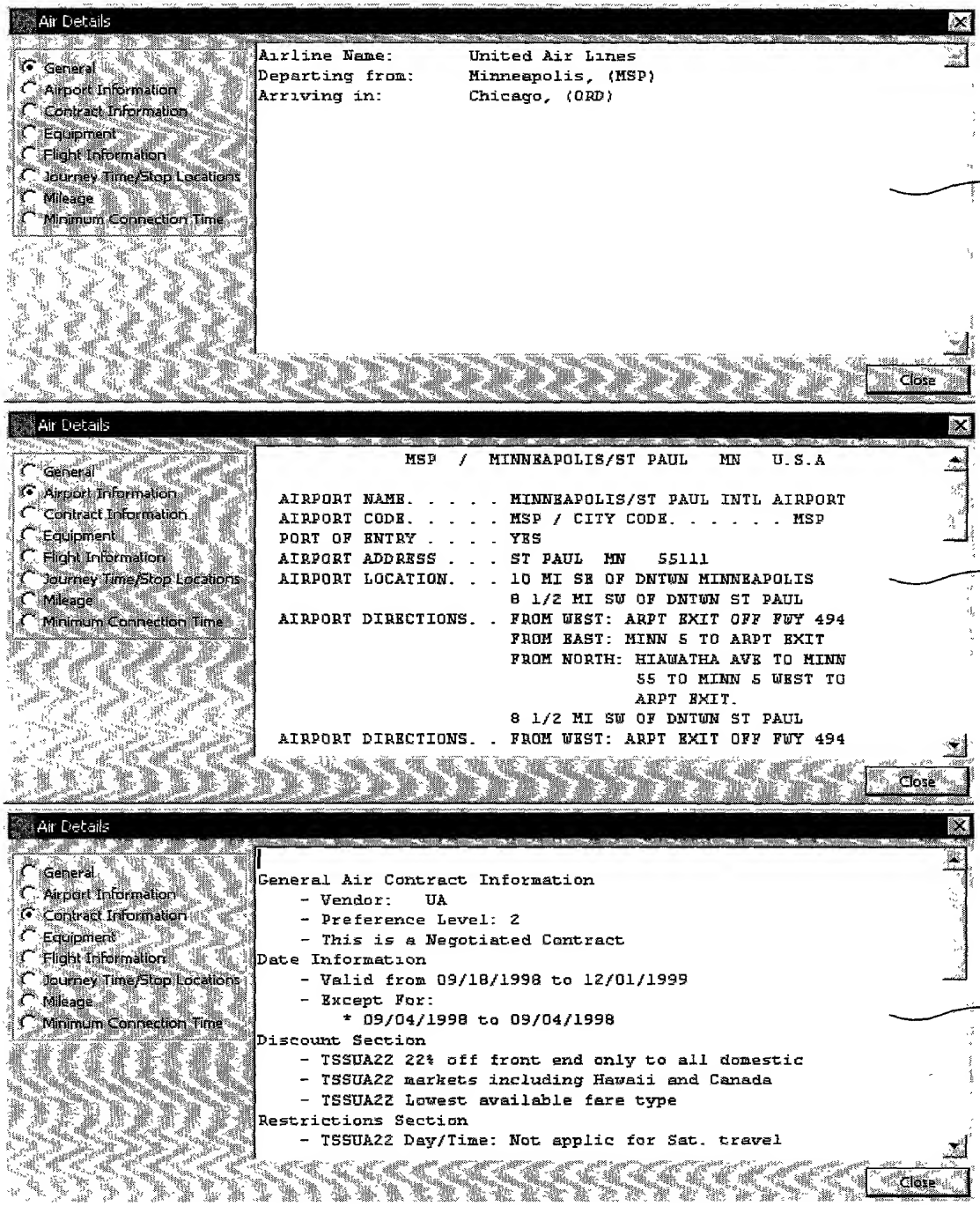
Air Details
General
Airport Information
Contract Information
Equipment
Flight Information
Journey Time/Stop Locations
Mileage
Minimum Connection Time
Airline Name: United Air Lines
Departing from: Minneapolis, (MSP)
Arriving in: Chicago, (ORD)
Close
632
Air Details
MSP / MINNEAPOLIS/ST PAUL MN U.S.A
AIRPORT NAME. . . . . MINNEAPOLIS/ST PAUL INTL AIRPORT
AIRPORT CODE. . . . . MSP / CITY CODE. . . . . MSP
PORT OF ENTRY . . . . YES
AIRPORT ADDRESS . . . ST PAUL MN 55111
AIRPORT LOCATION. . . 10 MI SE OF DNTWN MINNEAPOLIS
8 1/2 MI SW OF DNTWN ST PAUL
AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FWY 494
FROM EAST: MINN 5 TO ARPT EXIT
FROM NORTH: HIAWATHA AVE TO MINN
55 TO MINN 5 WEST TO
ARPT EXIT.
8 1/2 MI SW OF DNTWN ST PAUL
AIRPORT DIRECTIONS. . FROM WEST: ARPT EXIT OFF FWY 494
Close
634
Air Details
General Air Contract Information
- Vendor: UA
- Preference Level: 2
- This is a Negotiated Contract
Date Information
- Valid from 09/18/1998 to 12/01/1999
- Except For:
* 09/04/1998 to 09/04/1998
Discount Section
- TSSUA22 22% off front end only to all domestic
- TSSUA22 markets including Hawaii and Canada
- TSSUA22 Lowest available fare type
Restrictions Section
- TSSUA22 Day/Time: Not applic for Sat. travel
Close
636

FIG. 6L

20th Top "Attached"

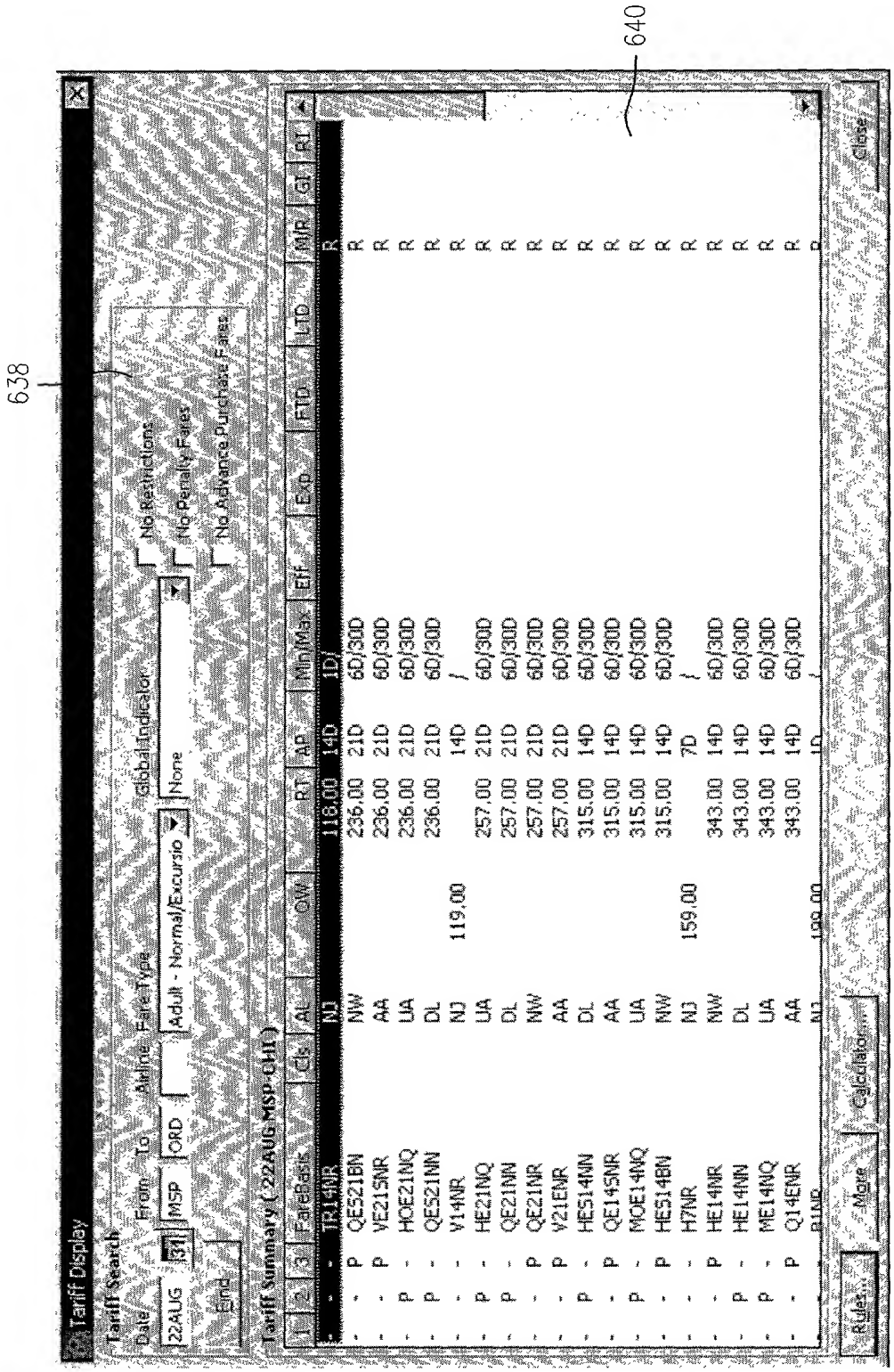

FIG. 6M

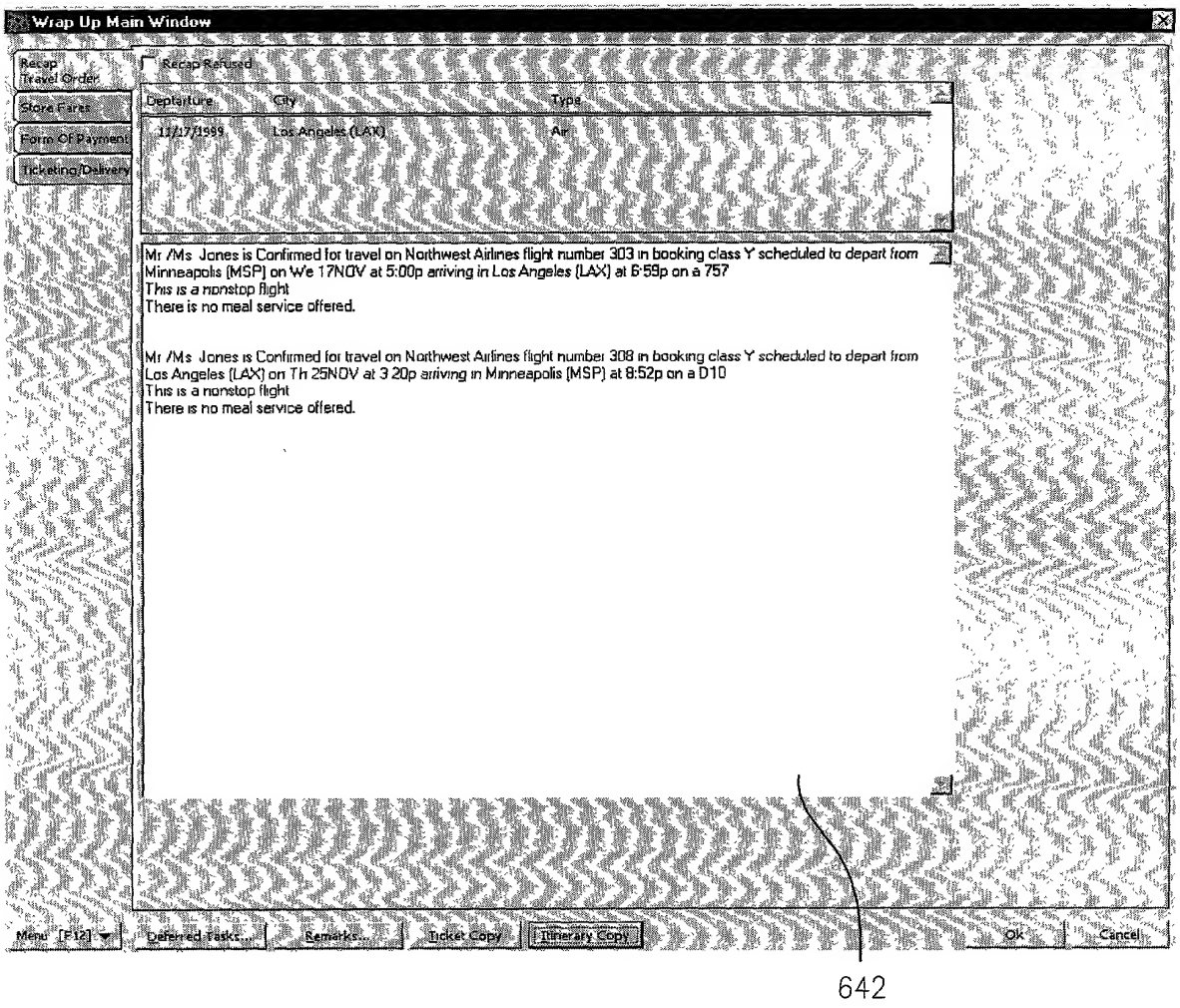

FIG. 6N

09886457 - 062700

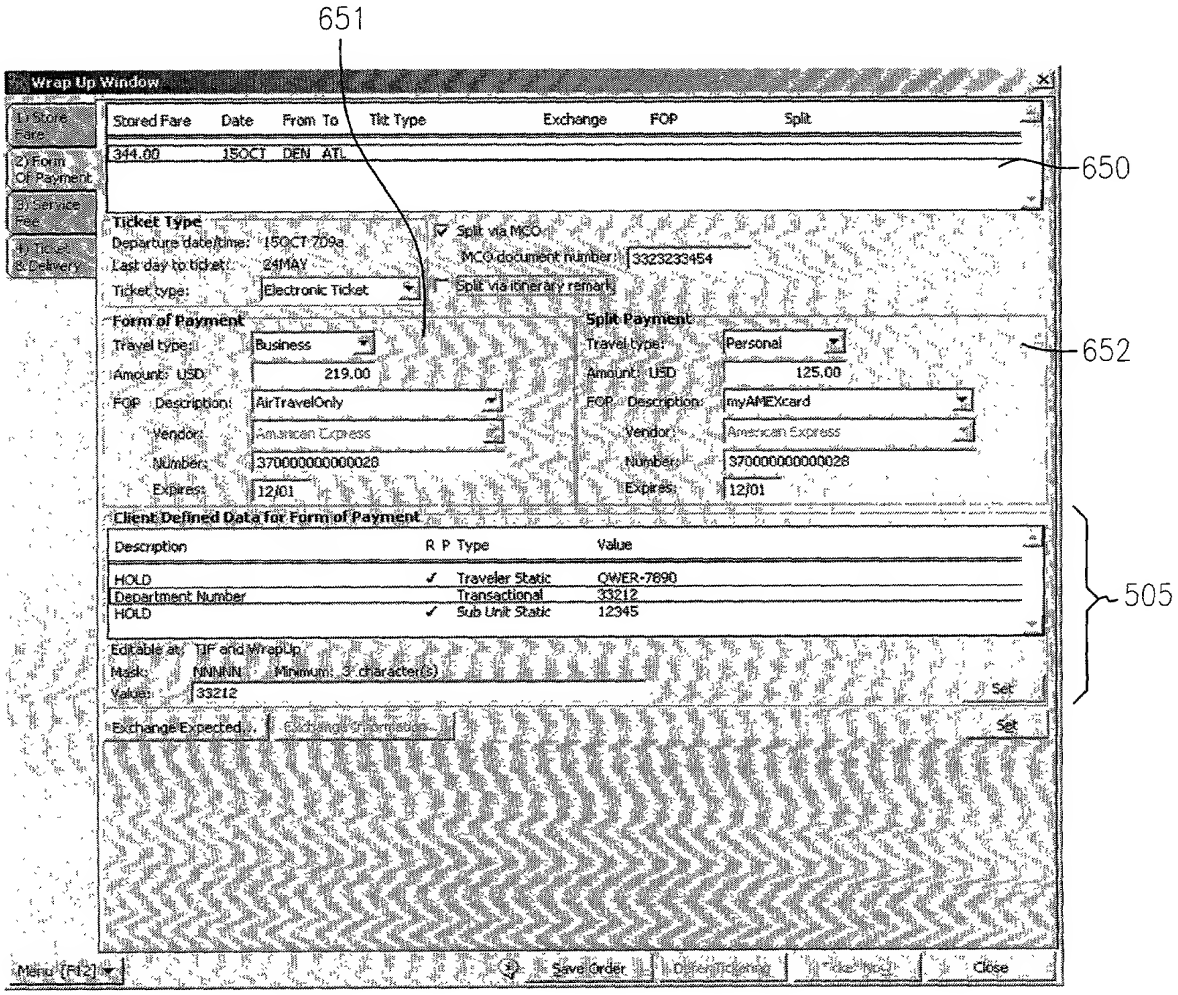
651
650
652
505
Wrap Up Window
1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery
Stored Fare
Date
From To
Tkt Type
Exchange
FOP
Split
344.00
15OCT
DEN ATL
Ticket Type
Departure date/time: 15OCT 709a
Last day to ticket: 24MAY
Ticket type: Electronic Ticket
Split via MCO
MCO document number: 3323233454
Split via itinerary remark
Form of Payment
Travel type: Business
Amount: USD 219.00
FOP Description: AirTravelOnly
Vendor: American Express
Number: 370000000000028
Expires: 12/01
Split Payment
Travel type: Personal
Amount: USD 125.00
FOP Description: myAMEXcard
Vendor: American Express
Number: 370000000000028
Expires: 12/01
Client Defined Data for Form of Payment
Description
R P Type
Value
HOLD
Traveler Static
OWER-7890
Department Number
Transactional
33212
HOLD
Sub Unit Static
12345
Editable at: TIF and WrapUp
Mask: NNNNN Minimum: 5 character(s)
Value: 33212
Set
Exchange Expected...
Exchange Information
Set
Menu [F12]
Save Order
Close

FIG. 60

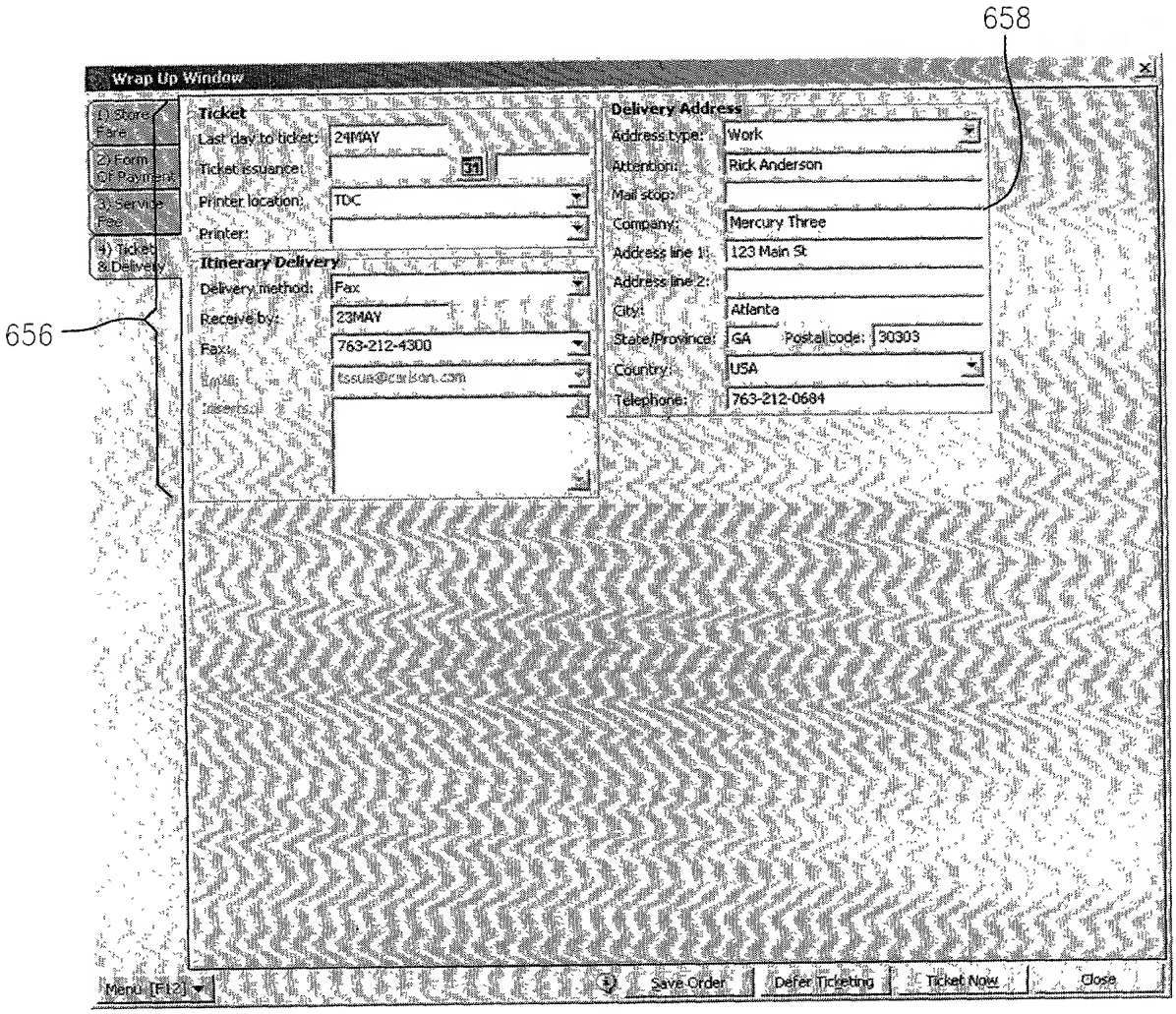

FIG. 6P

DOCKET NO. 01-0150

20th ED. 37836

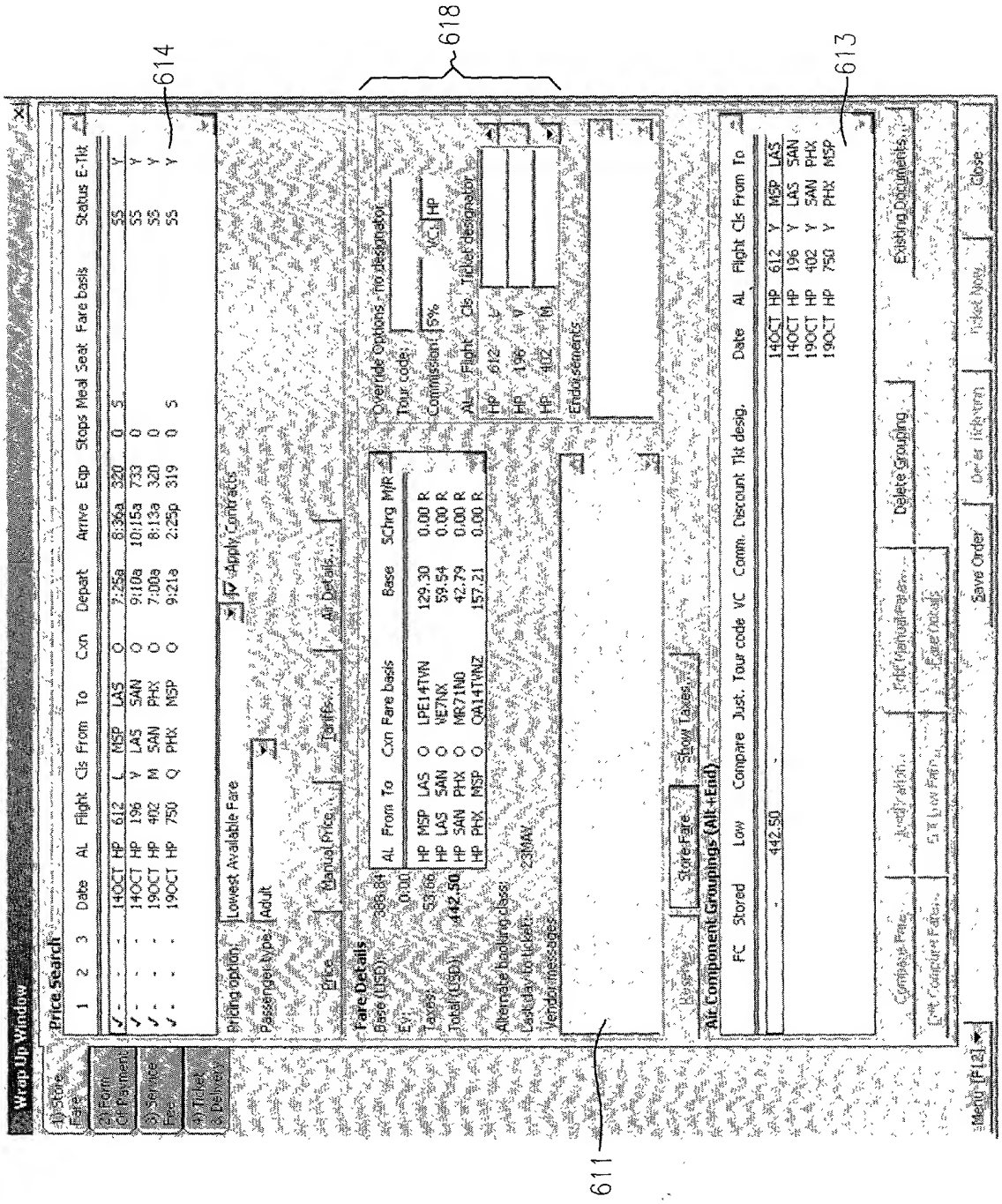

FIG. 6Q

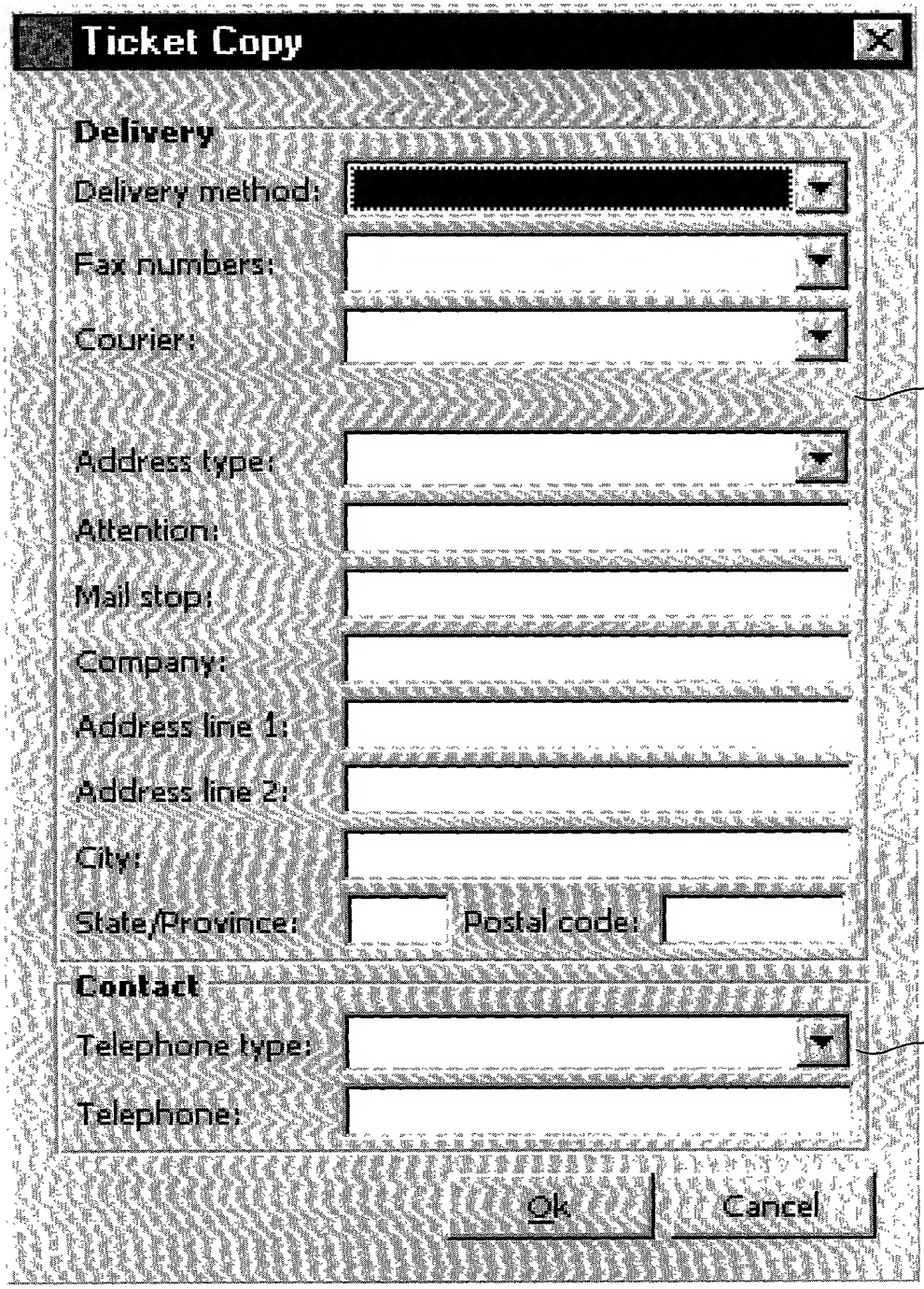

FIG. 6R

09886457 - 051403

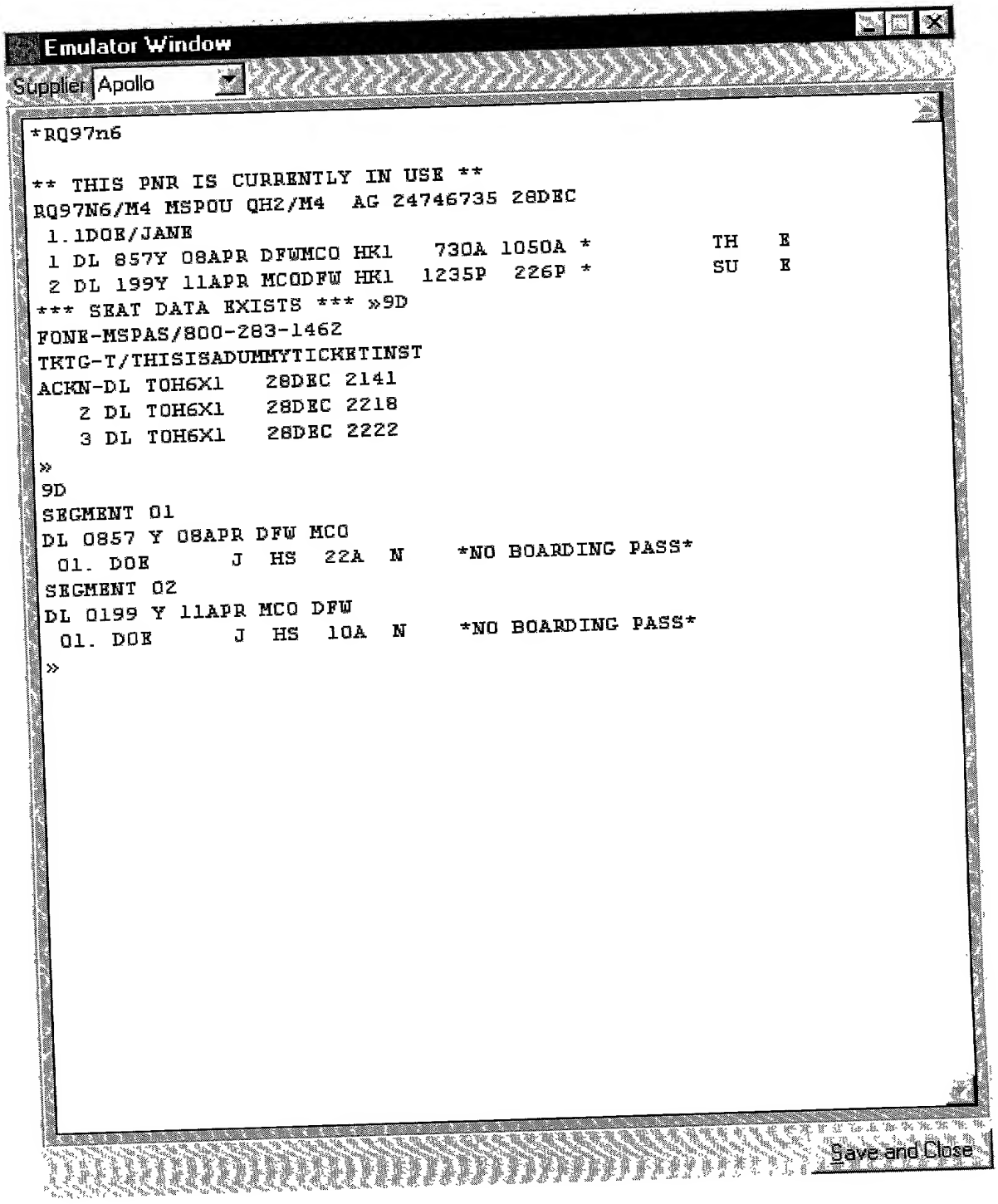

FIG. 6S

09886457 - 062402

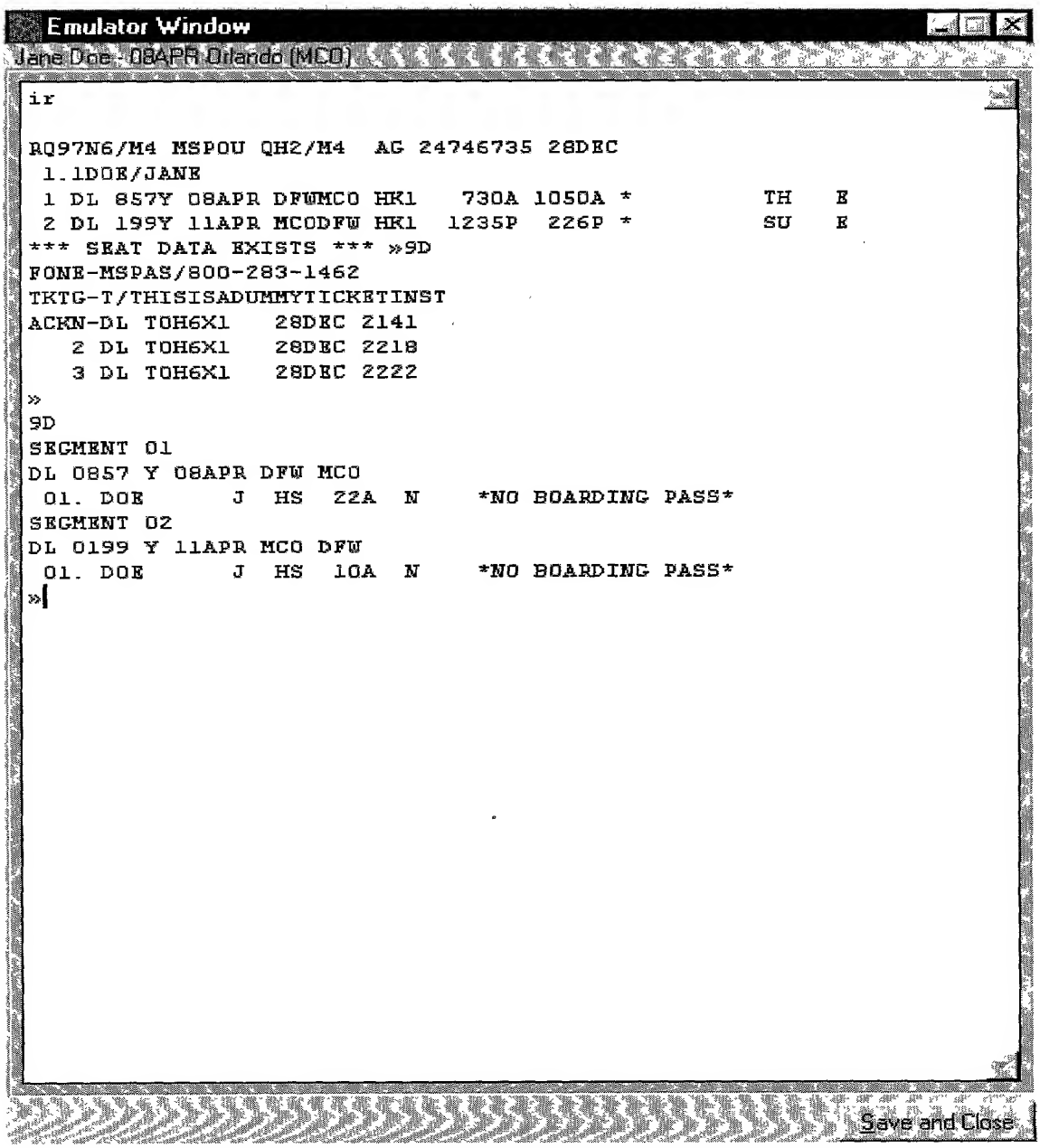

FIG. 6T

Docket No. 59095.0154

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457

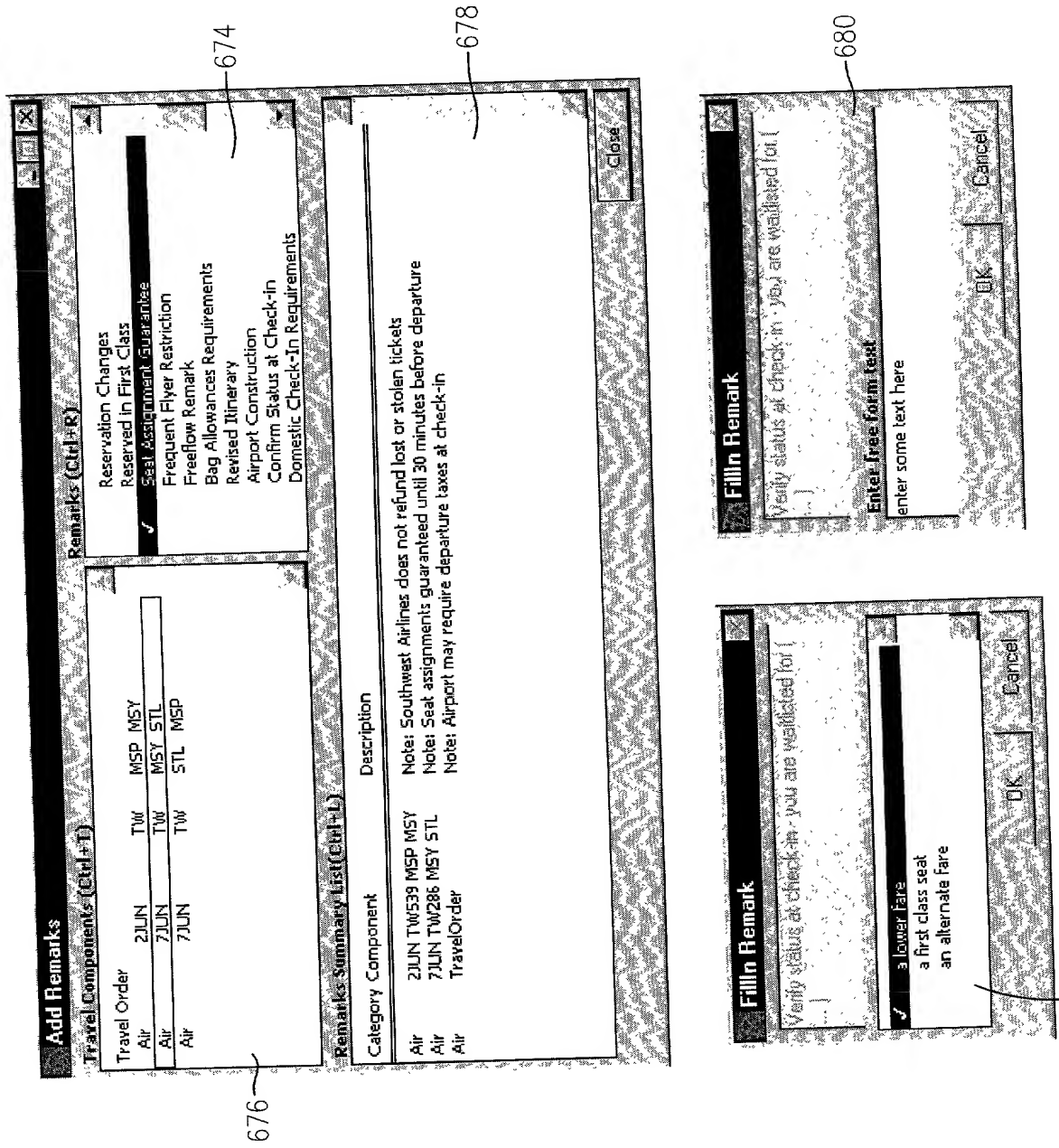

FIG. 6U

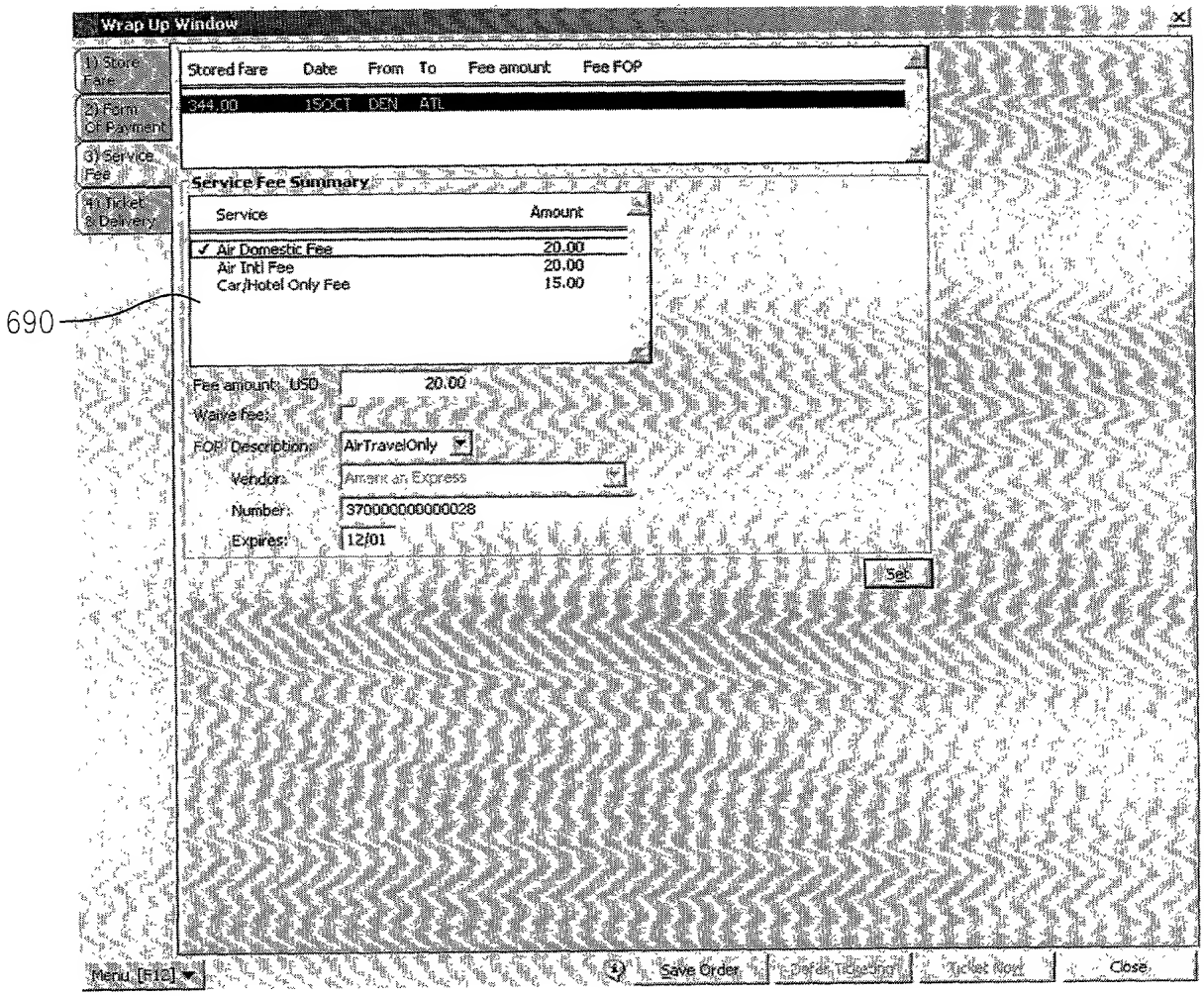

FIG. 6V

US 6,658,457 B1

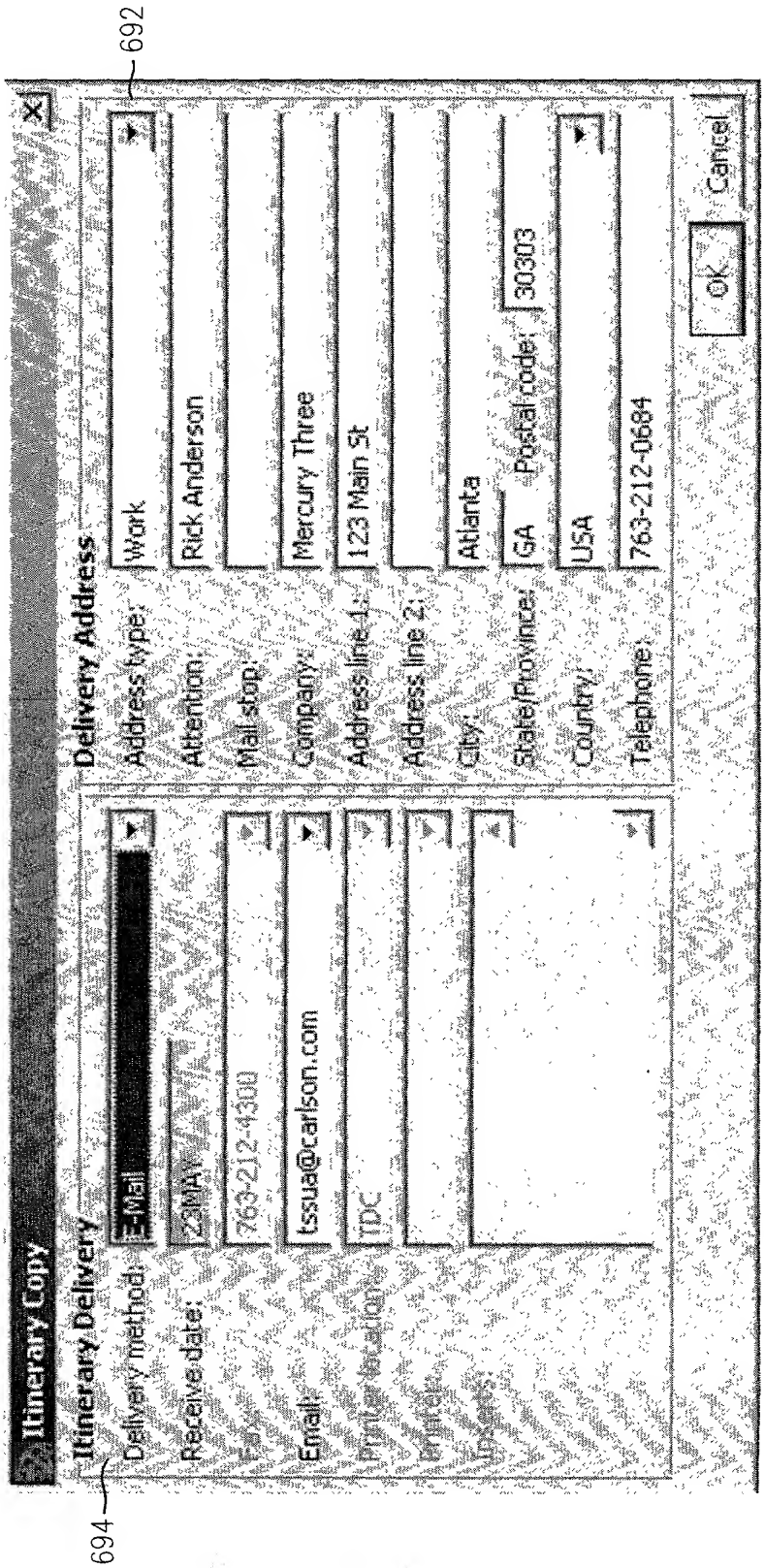
692
694
Itinerary Copy
Itinerary Delivery
Delivery method:
E-Mail
Receive date:
23MAY
Fax:
763-212-4300
Email:
tssua@carlson.com
Printer location:
TDC
Printer:
Ipaper:
Delivery Address
Address type:
Work
Attention:
Rick Anderson
Mail stop:
Company:
Mercury Three
Address line 1:
123 Main St
Address line 2:
City:
Atlanta
State/Province:
GA
Postal code:
30303
Country:
USA
Telephone:
763-212-0684
OK
Cancel

FIG. 6W

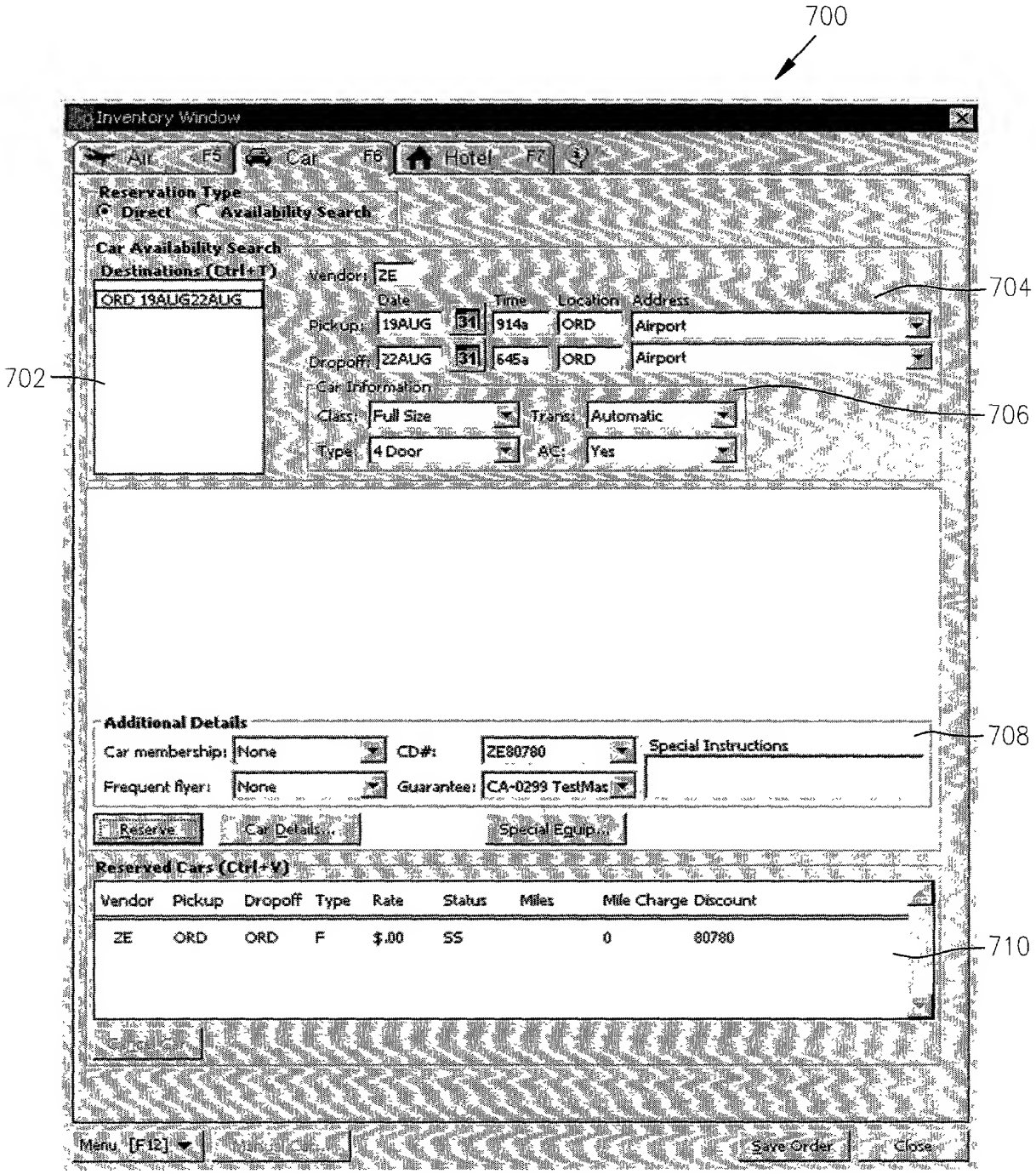
700
Inventory Window
Air F5
Car F6
Hotel F7
Reservation Type
Direct
Availability Search
Car Availability Search
Destinations (Ctrl+T)
ORD 19AUG22AUG
Vendor: ZE
Date
Time
Location
Address
Pickup: 19AUG 31 914a ORD Airport
Dropoff: 22AUG 31 645a ORD Airport
Car Information
Class: Full Size
Trans: Automatic
Type: 4 Door
AC: Yes
Additional Details
Car membership: None
CD#: ZE80780
Special Instructions
Frequent flyer: None
Guarantee: CA-0299 TestMas
Reserve
Car Details...
Special Equip...
Reserved Cars (Ctrl+V)
Vendor Pickup Dropoff Type Rate Status Miles Mile Charge Discount
ZE ORD ORD F $.00 SS 0 80780
Menu [F12]
Save Order
Close
702
704
706
708
710

FIG. 7A

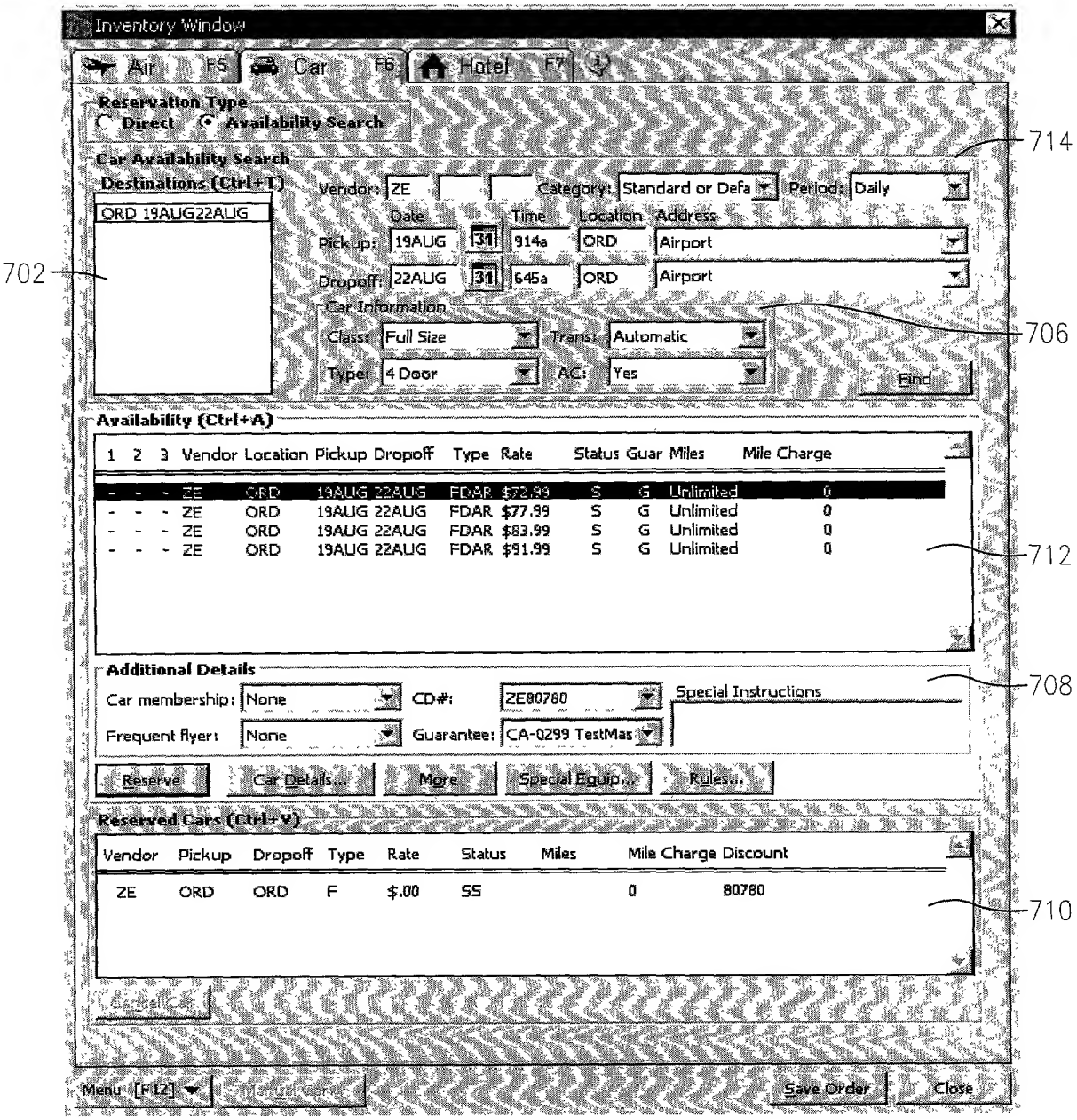
Inventory Window
Air F5
Car F6
Hotel F7
Reservation Type
Direct
Availability Search
Car Availability Search
Destinations (Ctrl+T)
ORD 19AUG22AUG
Vendor: ZE
Category: Standard or Defa
Period: Daily
Date
Time
Location
Address
Pickup: 19AUG 31 914a ORD Airport
Dropoff: 22AUG 31 645a ORD Airport
Car Information
Class: Full Size
Trans: Automatic
Type: 4 Door
AC: Yes
Find
Availability (Ctrl+A)
1 2 3 Vendor Location Pickup Dropoff Type Rate Status Guar Miles Mile Charge
- - - ZE ORD 19AUG 22AUG FDAR $72.99 S G Unlimited 0
- - - ZE ORD 19AUG 22AUG FDAR $77.99 S G Unlimited 0
- - - ZE ORD 19AUG 22AUG FDAR $83.99 S G Unlimited 0
- - - ZE ORD 19AUG 22AUG FDAR $91.99 S G Unlimited 0
Additional Details
Car membership: None
CD#: ZE80780
Special Instructions
Frequent flyer: None
Guarantee: CA-0299 TestMas
Reserve
Car Details...
More
Special Equip...
Rules...
Reserved Cars (Ctrl+V)
Vendor Pickup Dropoff Type Rate Status Miles Mile Charge Discount
ZE ORD ORD F $.00 SS 0 80780
Cancel Car
Menu [F12]
Manual Car
Save Order
Close
702
706
712
708
710
714

FIG. 7B

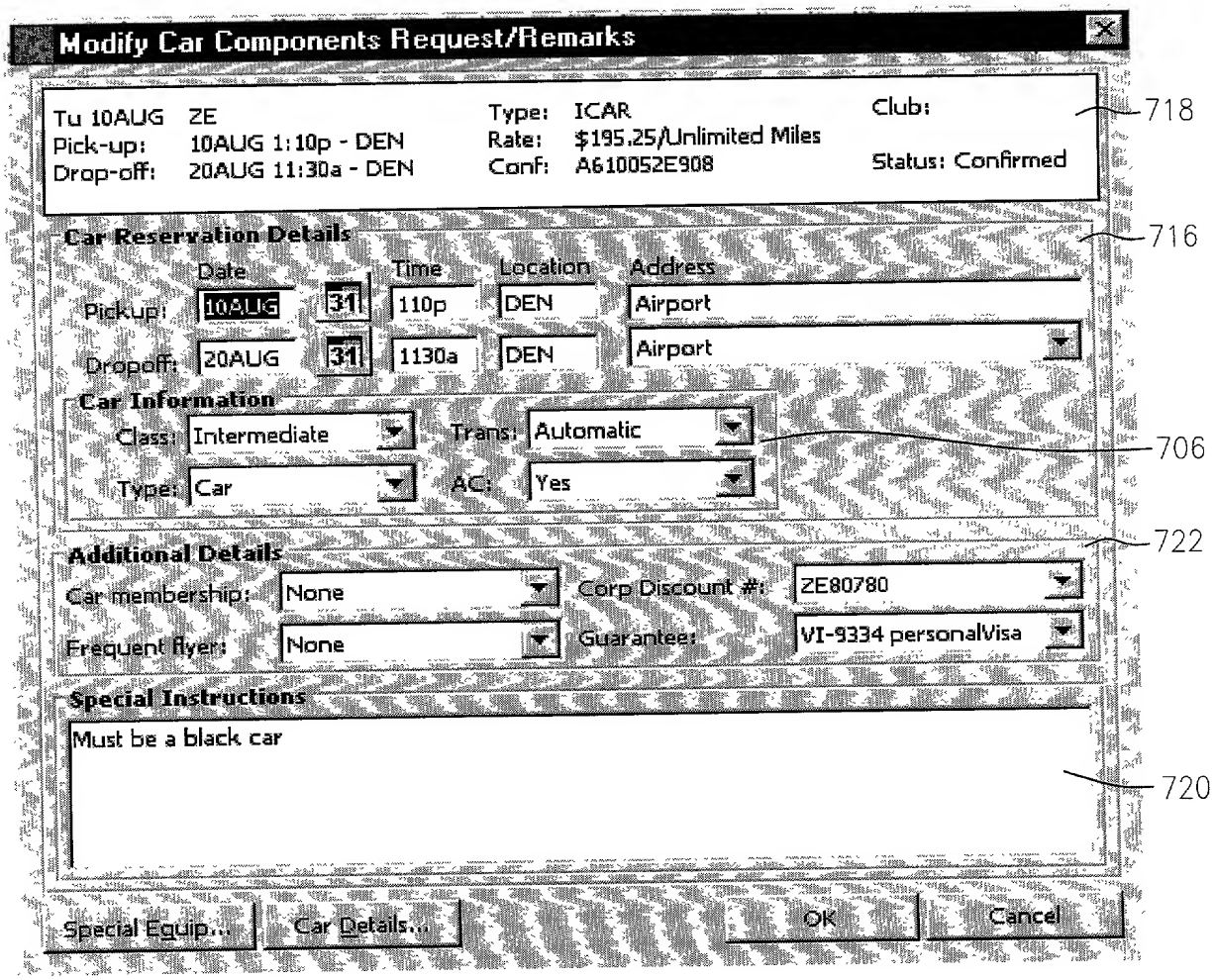
Modify Car Components Request/Remarks
Tu 10AUG ZE
Pick-up: 10AUG 1:10p - DEN
Drop-off: 20AUG 11:30a - DEN
Type: ICAR
Rate: $195.25/Unlimited Miles
Conf: A610052E908
Club:
Status: Confirmed
718
Car Reservation Details
716
Date
Time
Location
Address
Pickup: 10AUG 31 110p DEN Airport
Dropoff: 20AUG 31 1130a DEN Airport
Car Information
Class: Intermediate
Trans: Automatic
706
Type: Car
AC: Yes
Additional Details
722
Car membership: None
Corp Discount #: ZE80780
Frequent flyer: None
Guarantee: VI-9334 personalVisa
Special Instructions
Must be a black car
720
Special Equip...
Car Details...
OK
Cancel

FIG. 7C

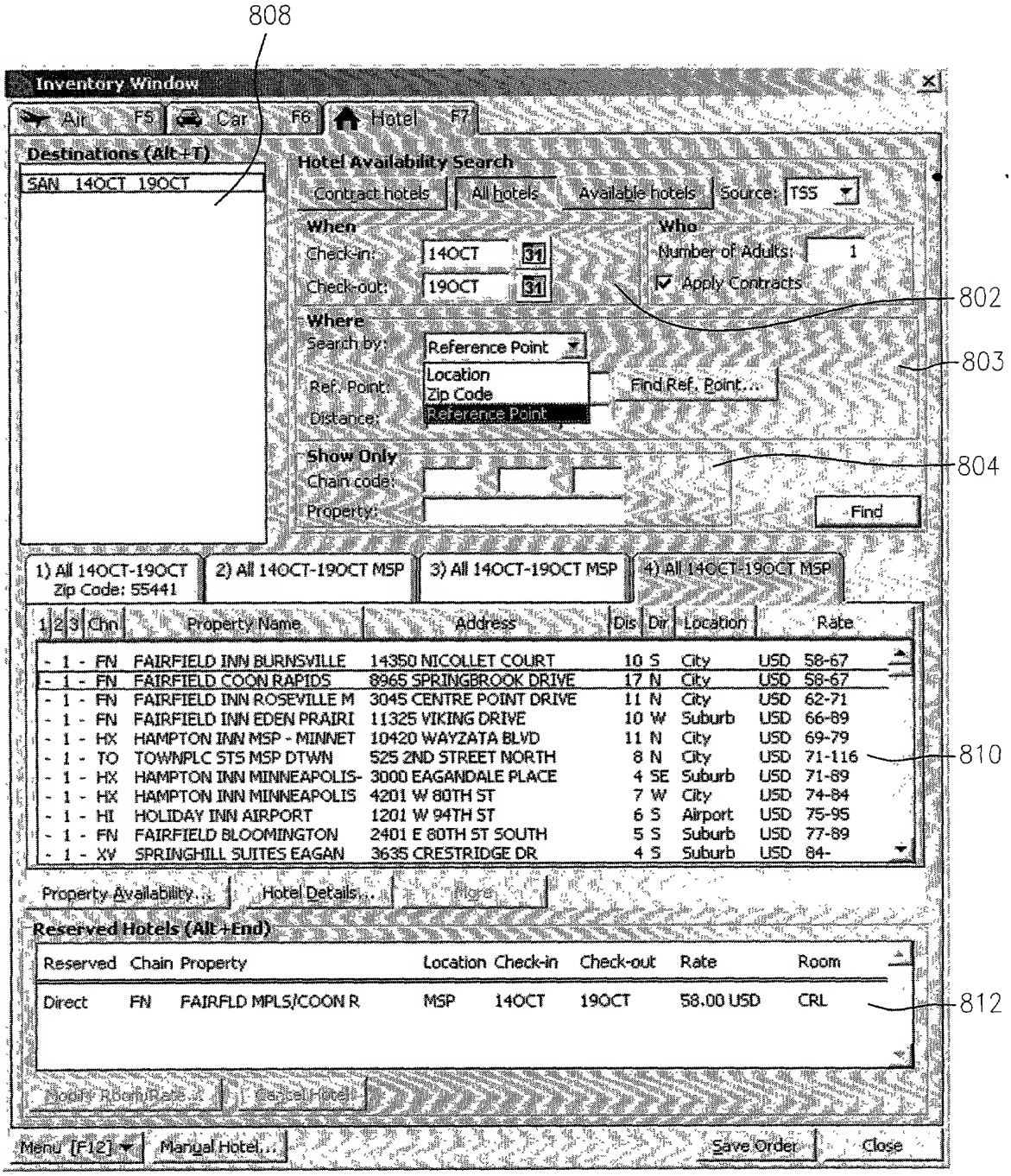

FIG. 8A

US 6,535,879 B1

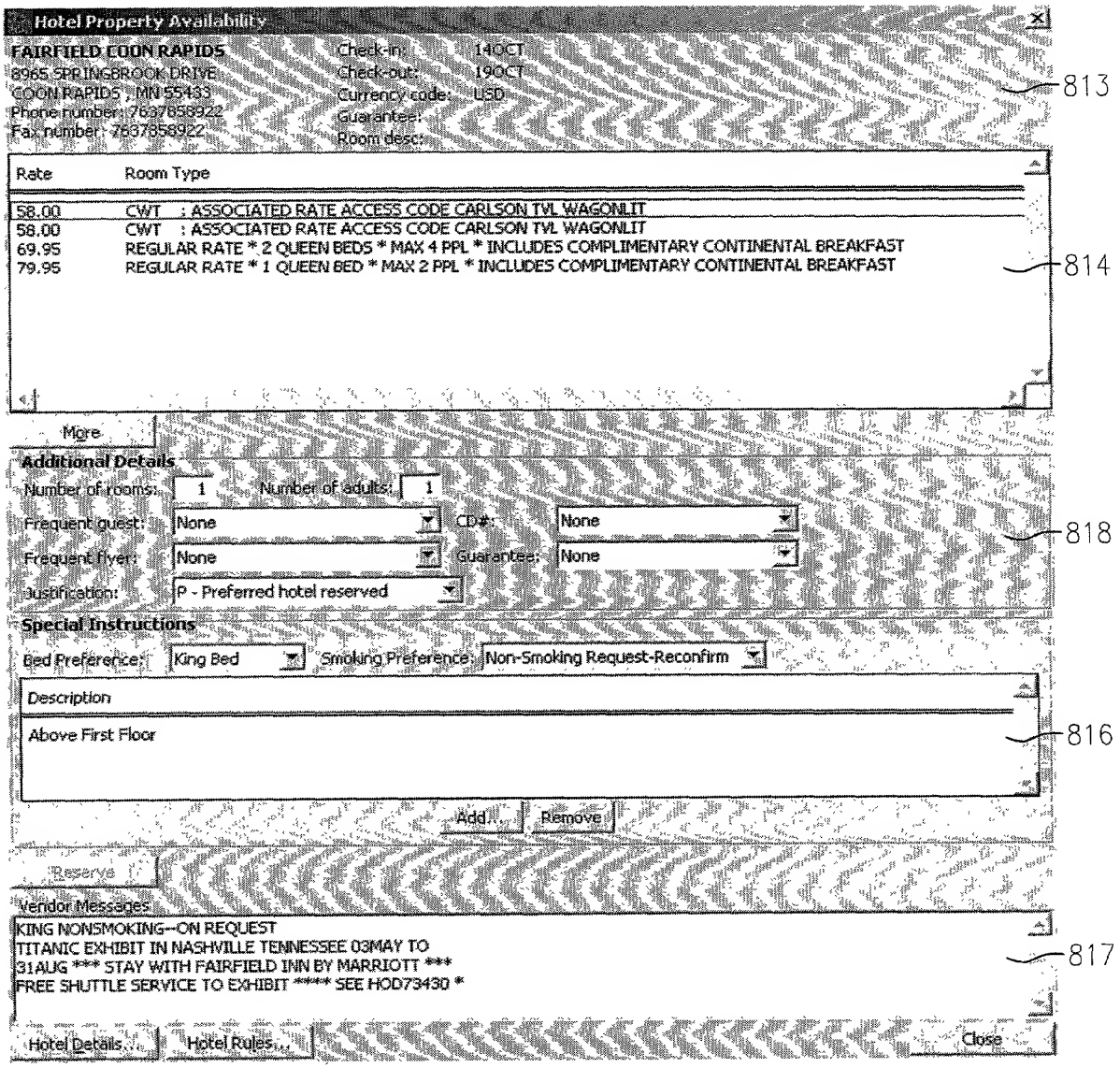
Hotel Property Availability
FAIRFIELD COON RAPIDS
8965 SPRINGBROOK DRIVE
COON RAPIDS , MN 55433
Phone number: 7637858922
Fax number: 7637858922
Check-in: 14OCT
Check-out: 19OCT
Currency code: USD
Guarantee:
Room desc:
813
Rate
Room Type
58.00 CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
58.00 CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
69.95 REGULAR RATE * 2 QUEEN BEDS * MAX 4 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
79.95 REGULAR RATE * 1 QUEEN BED * MAX 2 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
814
More
Additional Details
Number of rooms: 1
Number of adults: 1
Frequent guest: None
CD#: None
Frequent flyer: None
Guarantee: None
Justification: P - Preferred hotel reserved
818
Special Instructions
Bed Preference: King Bed
Smoking Preference: Non-Smoking Request-Reconfirm
Description
Above First Floor
816
Add...
Remove
Reserve
Vendor Messages
KING NONSMOKING--ON REQUEST
TITANIC EXHIBIT IN NASHVILLE TENNESSEE 03MAY TO
31AUG *** STAY WITH FAIRFIELD INN BY MARRIOTT ***
FREE SHUTTLE SERVICE TO EXHIBIT ***** SEE HOD73430 *
817
Hotel Details...
Hotel Rules...
Close

FIG. 8B

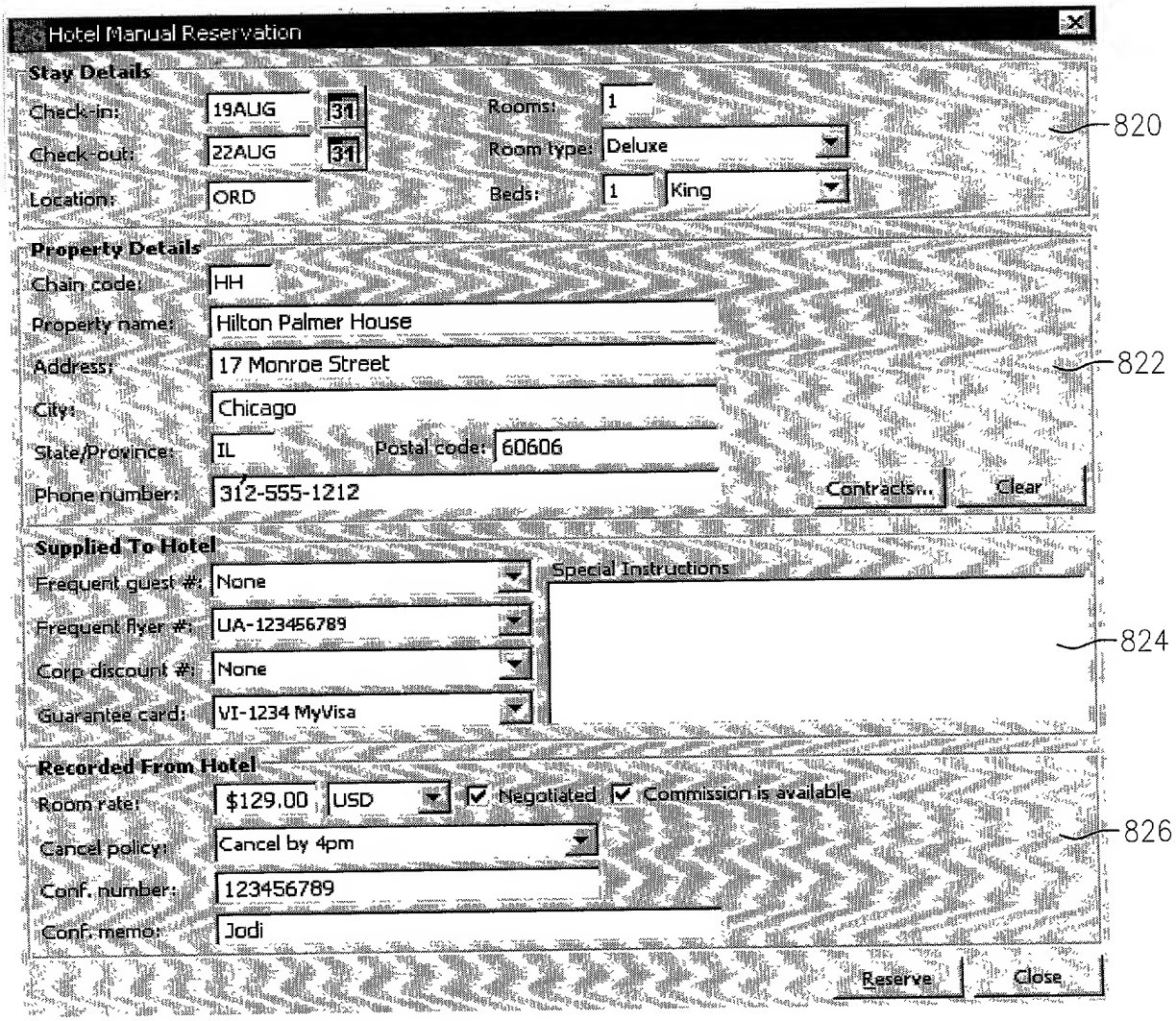
Hotel Manual Reservation
Stay Details
Check-in: 19AUG 31
Check-out: 22AUG 31
Location: ORD
Rooms: 1
Room type: Deluxe
Beds: 1 King
820
Property Details
Chain code: HH
Property name: Hilton Palmer House
Address: 17 Monroe Street
City: Chicago
State/Province: IL
Postal code: 60606
Phone number: 312-555-1212
Contracts...
Clear
822
Supplied To Hotel
Frequent guest #: None
Frequent flyer #: UA-123456789
Corp discount #: None
Guarantee card: VI-1234 MyVisa
Special Instructions
824
Recorded From Hotel
Room rate: $129.00 USD
Negotiated
Commission is available
Cancel policy: Cancel by 4pm
Conf. number: 123456789
Conf. memo: Jodi
826
Reserve
Close

FIG. 8C

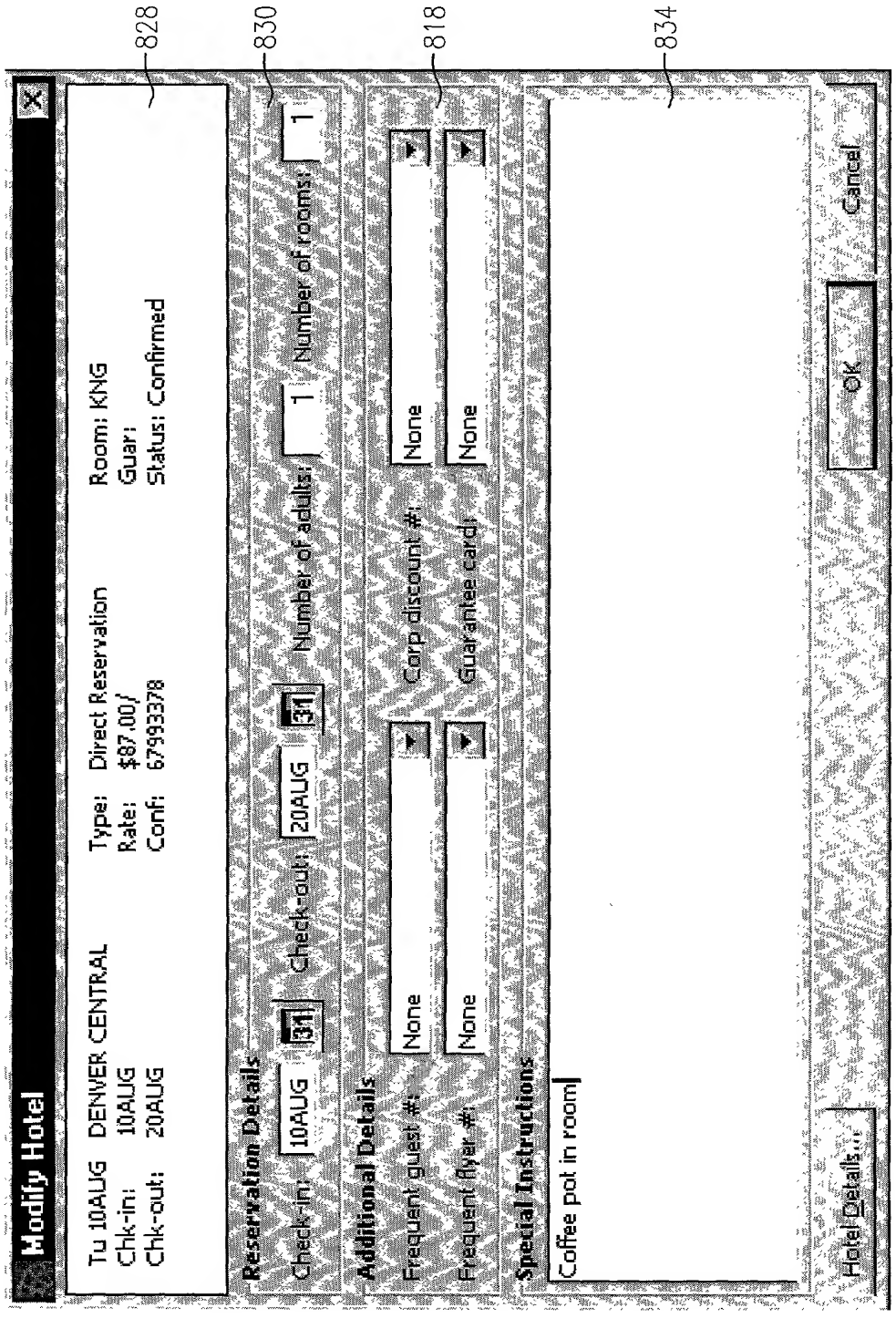
828
830
818
834
Modify Hotel
Tu 10AUG DENVER CENTRAL
Chk-in: 10AUG
Chk-out: 20AUG
Type: Direct Reservation
Rate: $87.00/
Conf: 67993378
Room: KNG
Guar:
Status: Confirmed
Reservation Details
Check-in: 10AUG 31 Check-out: 20AUG 31 Number of adults: 1 Number of rooms: 1
Additional Details
Frequent guest #: None
Frequent flyer #: None
Corp discount #: None
Guarantee card: None
Special Instructions
Coffee pot in room
Hotel Details...
OK
Cancel

FIG. 8D

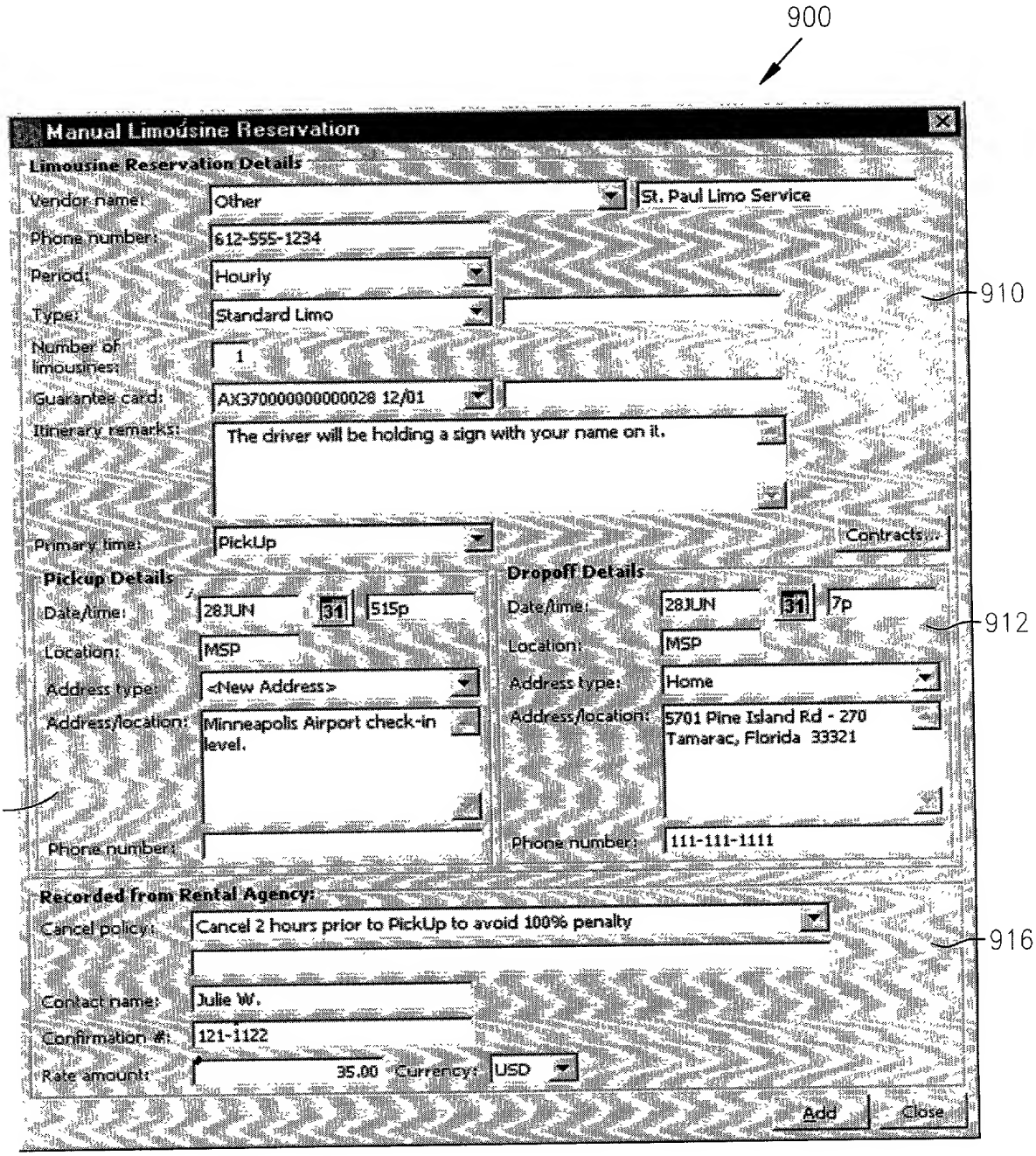
900
Manual Limousine Reservation
Limousine Reservation Details
Vendor name:
Other
St. Paul Limo Service
Phone number:
612-555-1234
Period:
Hourly
Type:
Standard Limo
910
Number of limousines:
1
Guarantee card:
AX370000000000028 12/01
Itinerary remarks:
The driver will be holding a sign with your name on it.
Primary time:
PickUp
Contracts...
Pickup Details
Date/time:
28JUN
31
515p
Location:
MSP
Address type:
<New Address>
Address/location:
Minneapolis Airport check-in level.
914
Phone number:
Dropoff Details
Date/time:
28JUN
31
7p
912
Location:
MSP
Address type:
Home
Address/location:
5701 Pine Island Rd - 270
Tamarac, Florida 33321
Phone number:
111-111-1111
Recorded from Rental Agency:
Cancel policy:
Cancel 2 hours prior to PickUp to avoid 100% penalty
916
Contact name:
Julie W.
Confirmation #:
121-1122
Rate amount:
35.00
Currency:
USD
Add
Close

FIG. 9

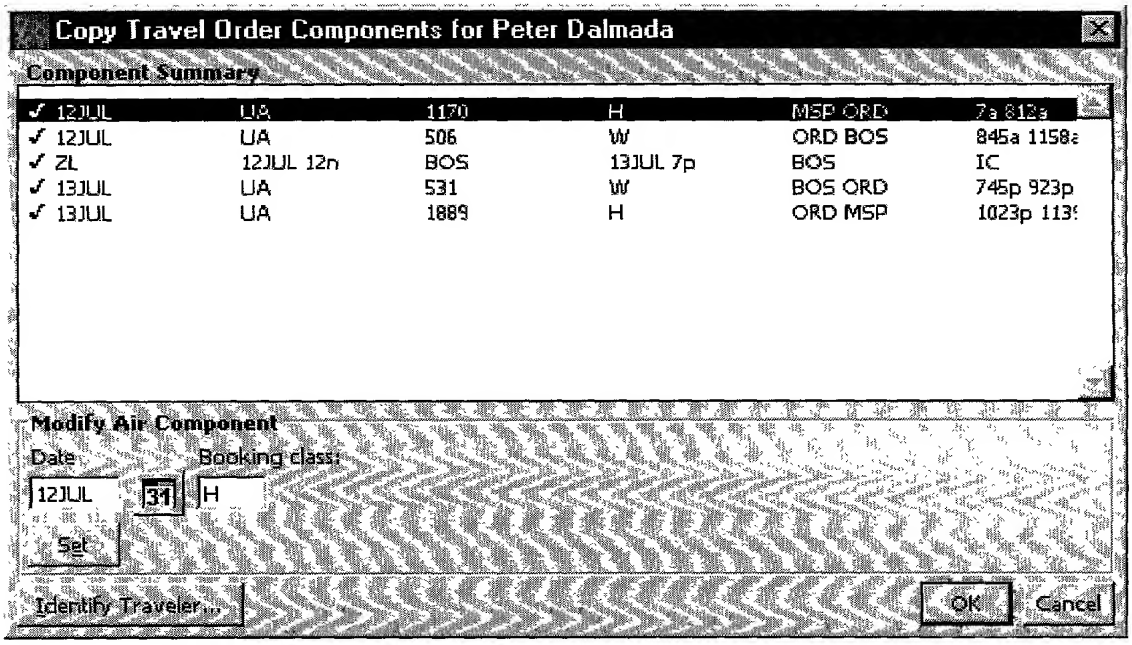

FIG. 10

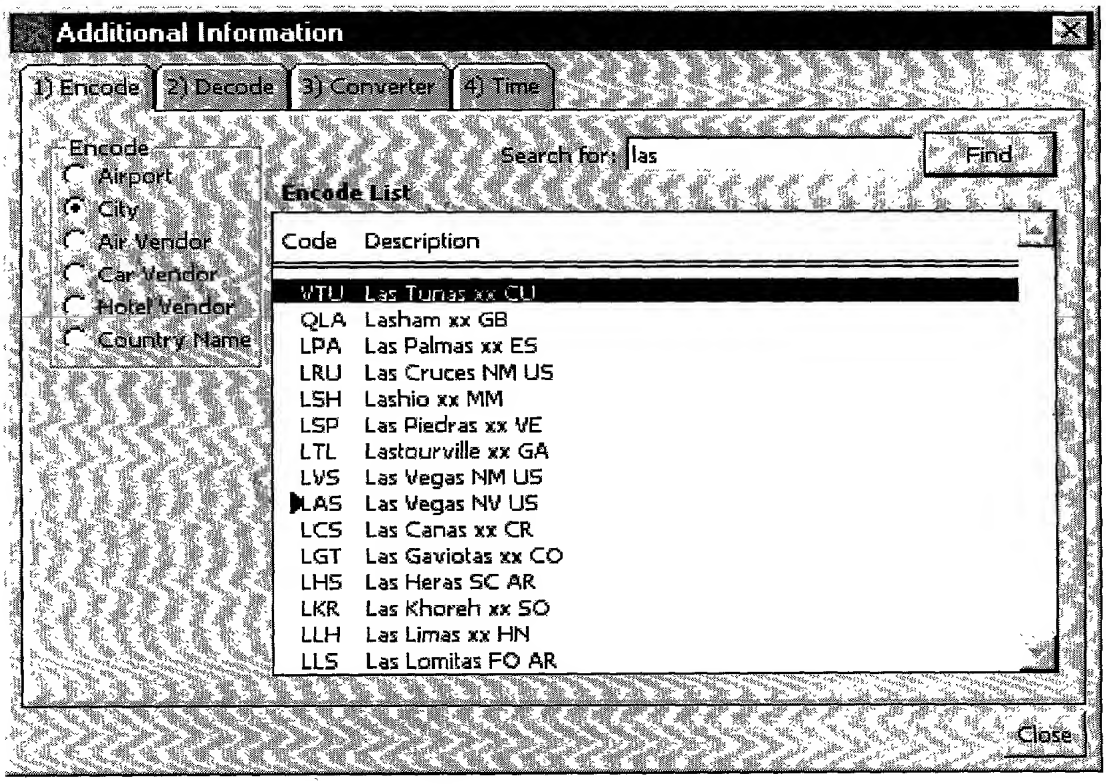

FIG. 11A

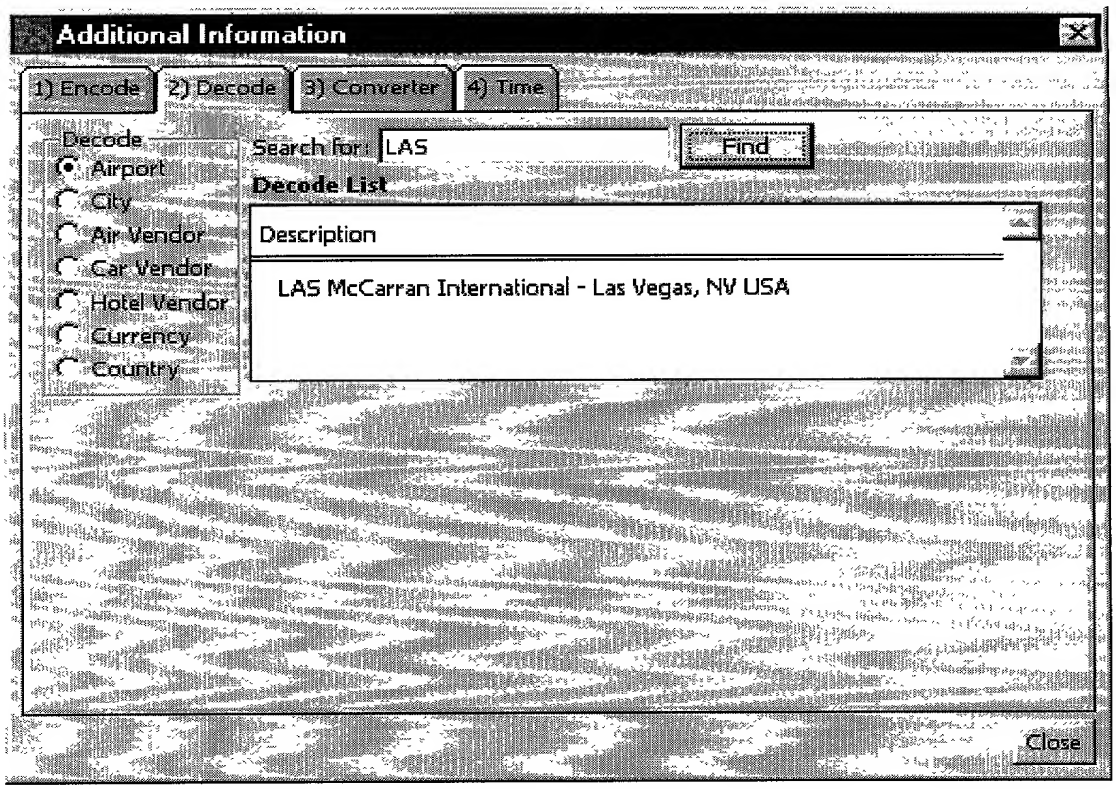

FIG. 11B

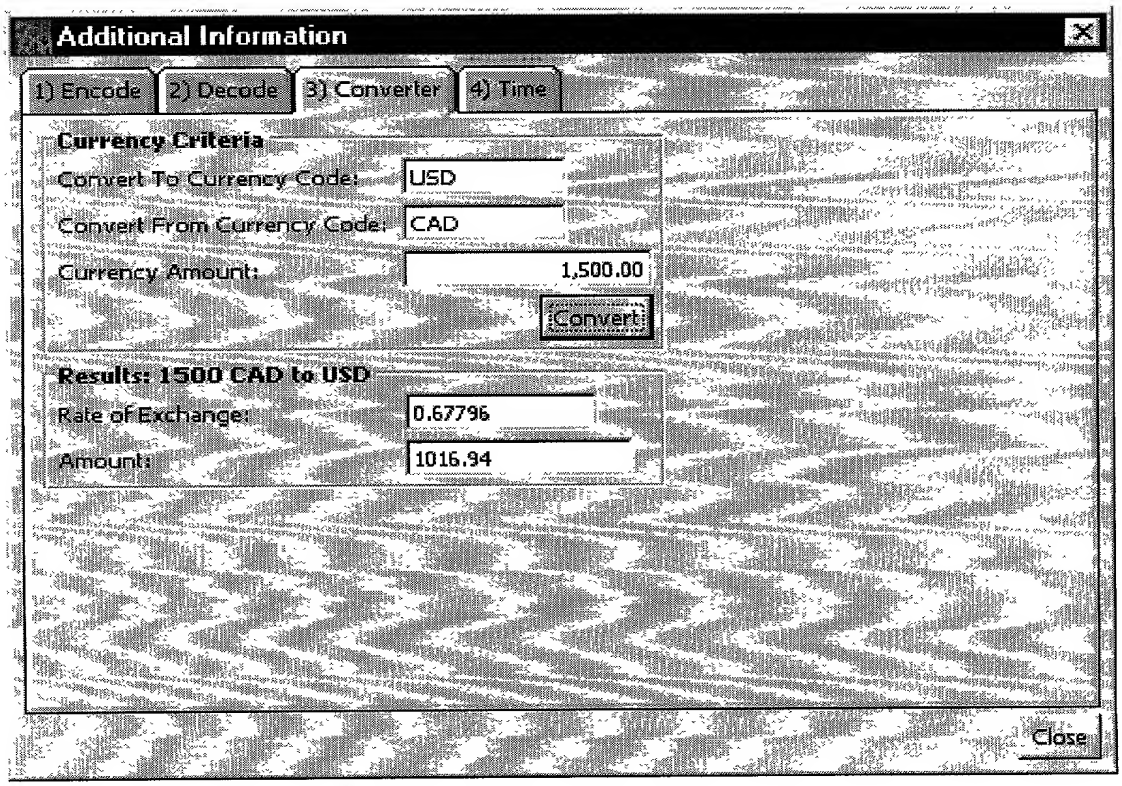

FIG. 11C

Docket No. 50277-0012

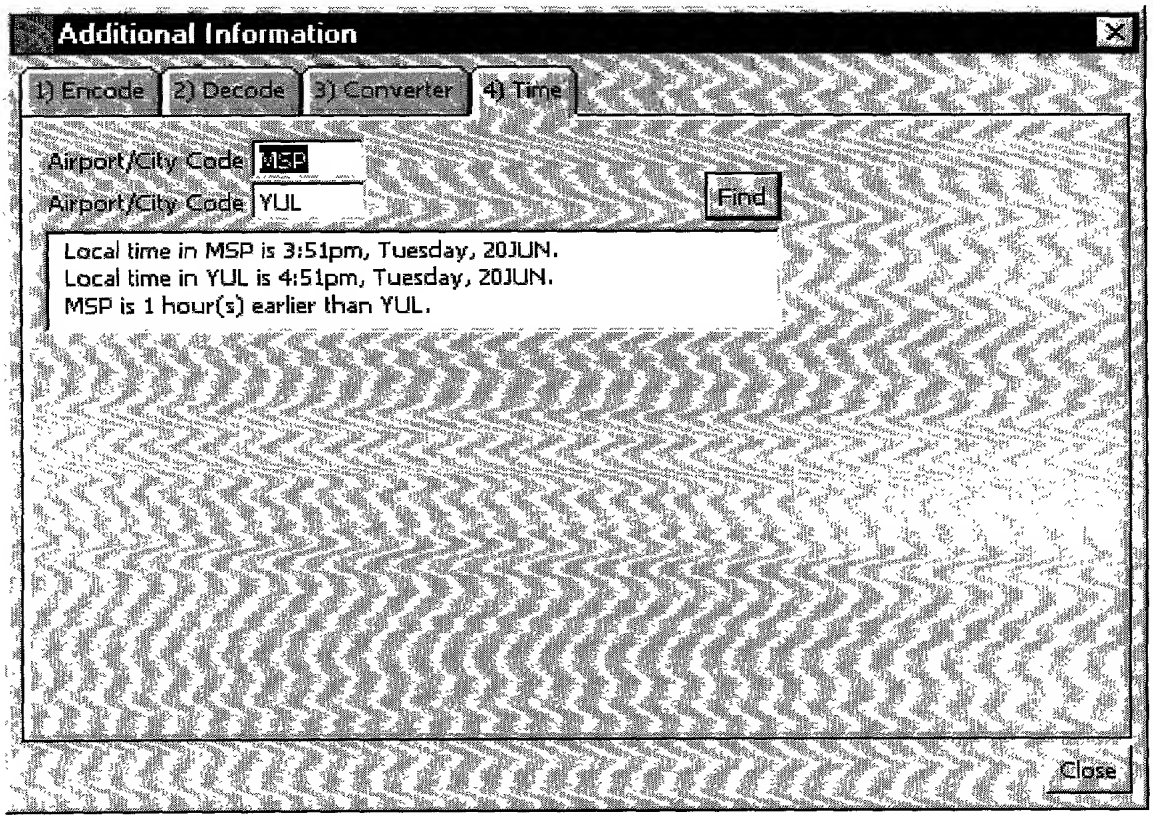

FIG. 11D

DOCKET NO. 10121-0100

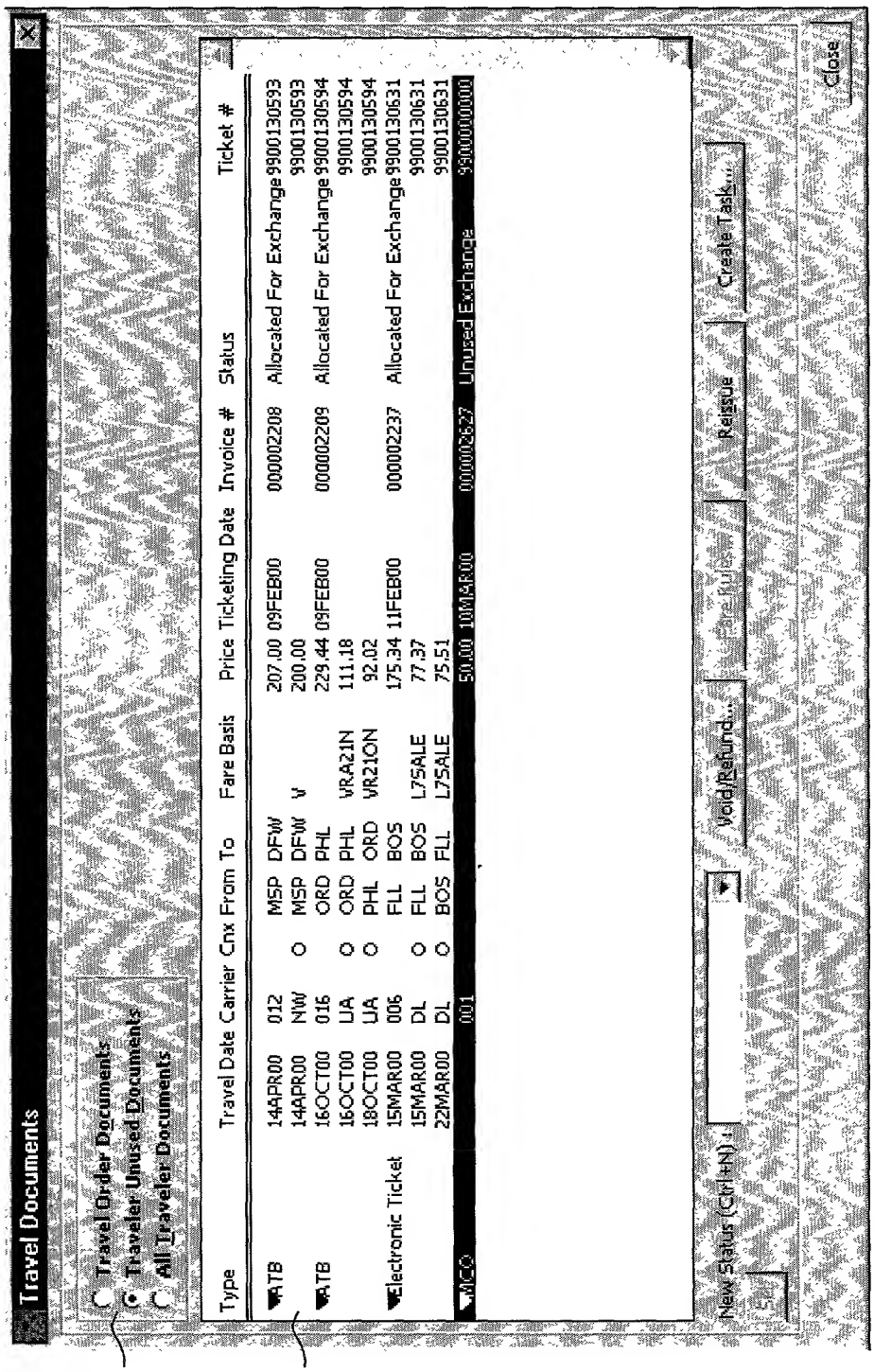
Travel Documents
Travel Order Documents
Traveler Unused Documents
All Traveler Documents
Type
Travel Date
Carrier
Cnx
From
To
Fare Basis
Price
Ticketing Date
Invoice #
Status
Ticket #
ATB
14APR00
012
MSP
DFW
207.00
09FEB00
000002208
Allocated For Exchange
9900130593
14APR00
NW
O
MSP
DFW
V
200.00
9900130593
ATB
16OCT00
015
ORD
PHL
229.44
09FEB00
000002209
Allocated For Exchange
9900130594
16OCT00
UA
O
ORD
PHL
VRA21N
111.18
9900130594
18OCT00
UA
O
PHL
ORD
VR21ON
92.02
9900130594
Electronic Ticket
15MAR00
006
FLL
BOS
175.34
11FEB00
000002237
Allocated For Exchange
9900130631
15MAR00
DL
O
FLL
BOS
L7SALE
77.37
9900130631
22MAR00
DL
O
BOS
FLL
L7SALE
75.51
9900130631
MCO
001
50.00
10MAR00
000002627
Unused Exchange
9900000000
New Status (Ctrl+N)
Void/Refund...
Fare Rules...
Reissue
Create Task...
Close
1202
1204

FIG. 12A

20170 "Sep 2004

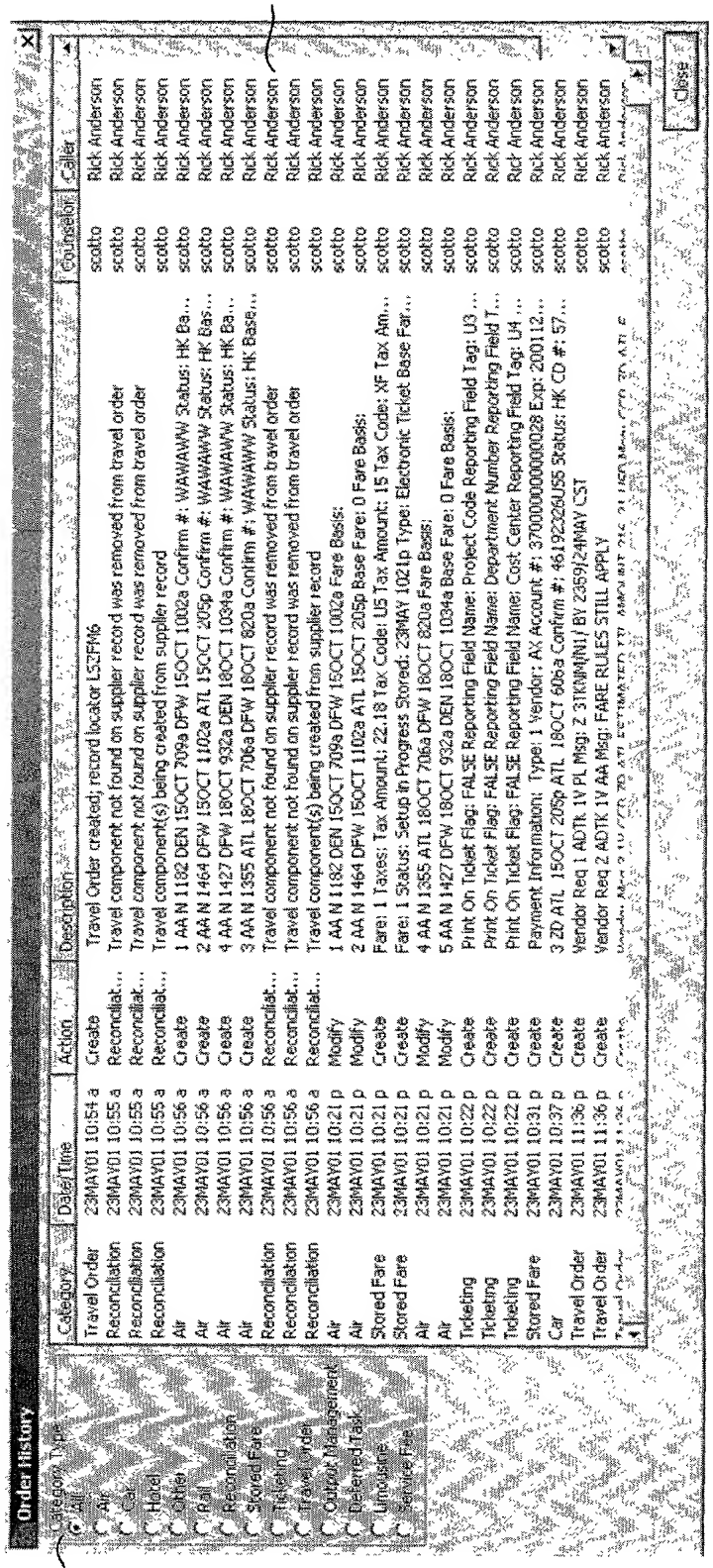

FIG. 12B

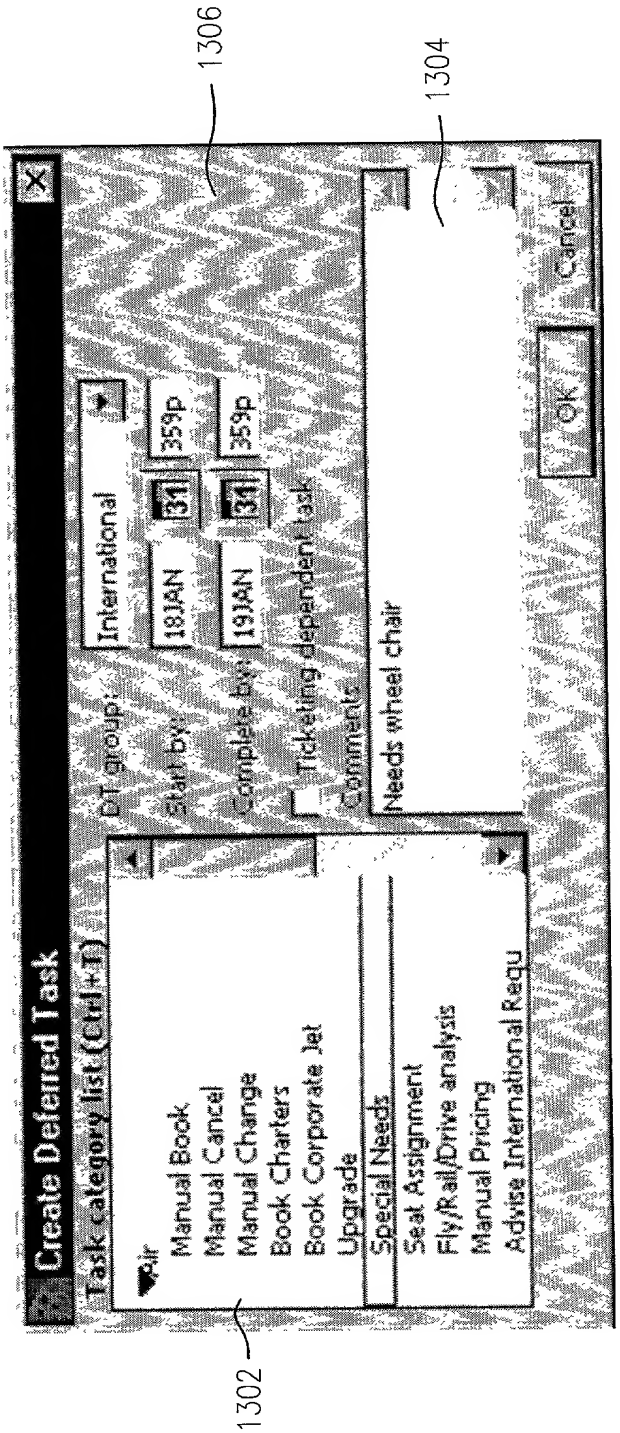
Create Deferred Task
Task category list (Ctrl+T)
Air
Manual Book
Manual Cancel
Manual Change
Book Charters
Book Corporate Jet
Upgrade
Special Needs
Seat Assignment
Fly/Rail/Drive analysis
Manual Pricing
Advise International Requ
DT group:
International
Start by:
18JAN
31
359p
Complete by:
19JAN
31
359p
Ticketing dependent task
Comments:
Needs wheel chair
OK
Cancel
1302
1304
1306

FIG. 13A

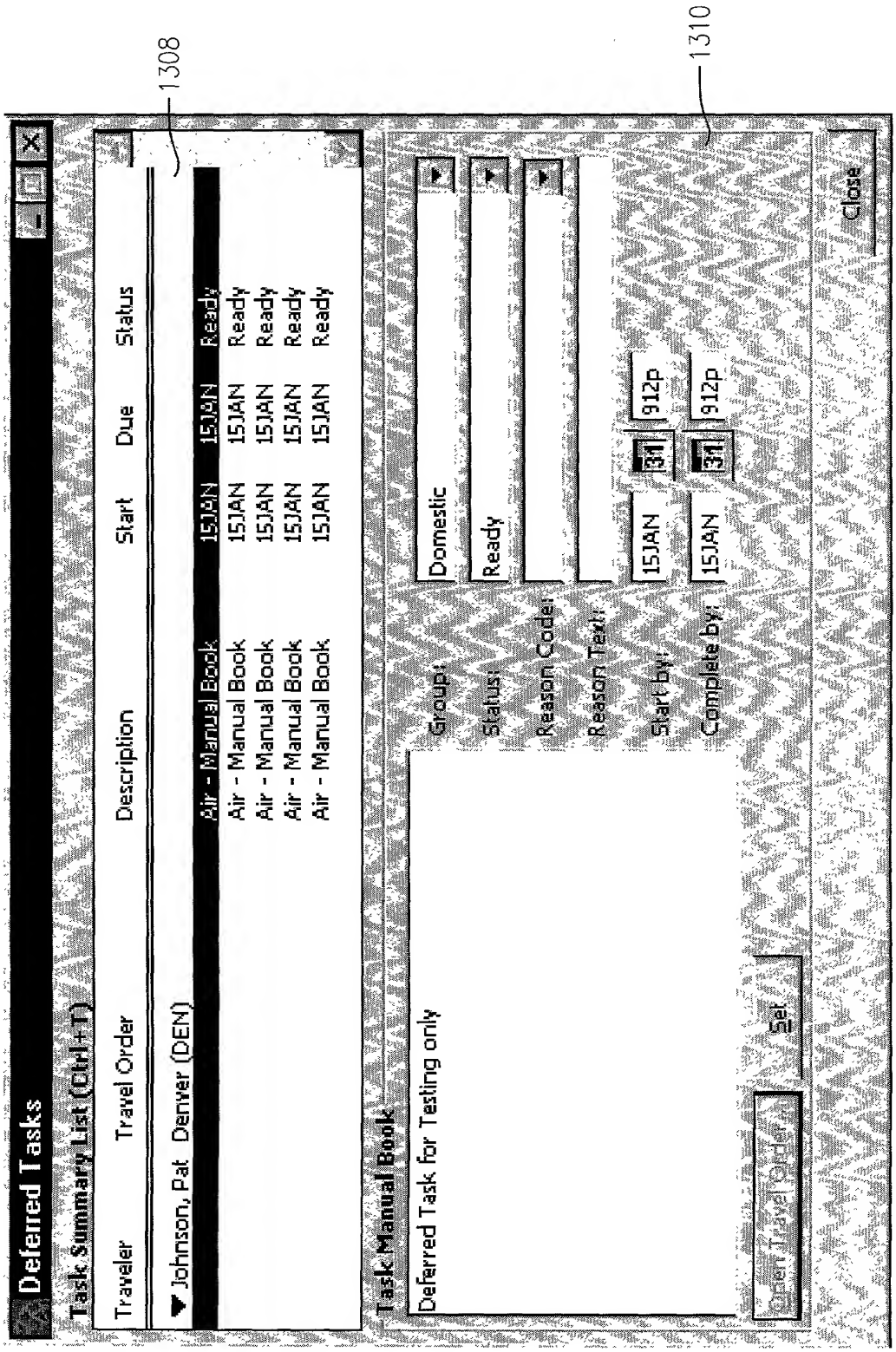
Deferred Tasks
Task Summary List (Ctrl+T)
Traveler
Travel Order
Description
Start
Due
Status
1308
Johnson, Pat Denver (DEN)
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Air - Manual Book 15JAN 15JAN Ready
Task Manual Book
Deferred Task for Testing only
Group:
Domestic
Status:
Ready
Reason Code:
Reason Text:
Start by:
15JAN
31
912p
Complete by:
15JAN
31
912p
1310
Open Travel Order
Ser
Close

FIG. 13B

PTO/SB/21 (09-04)
Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

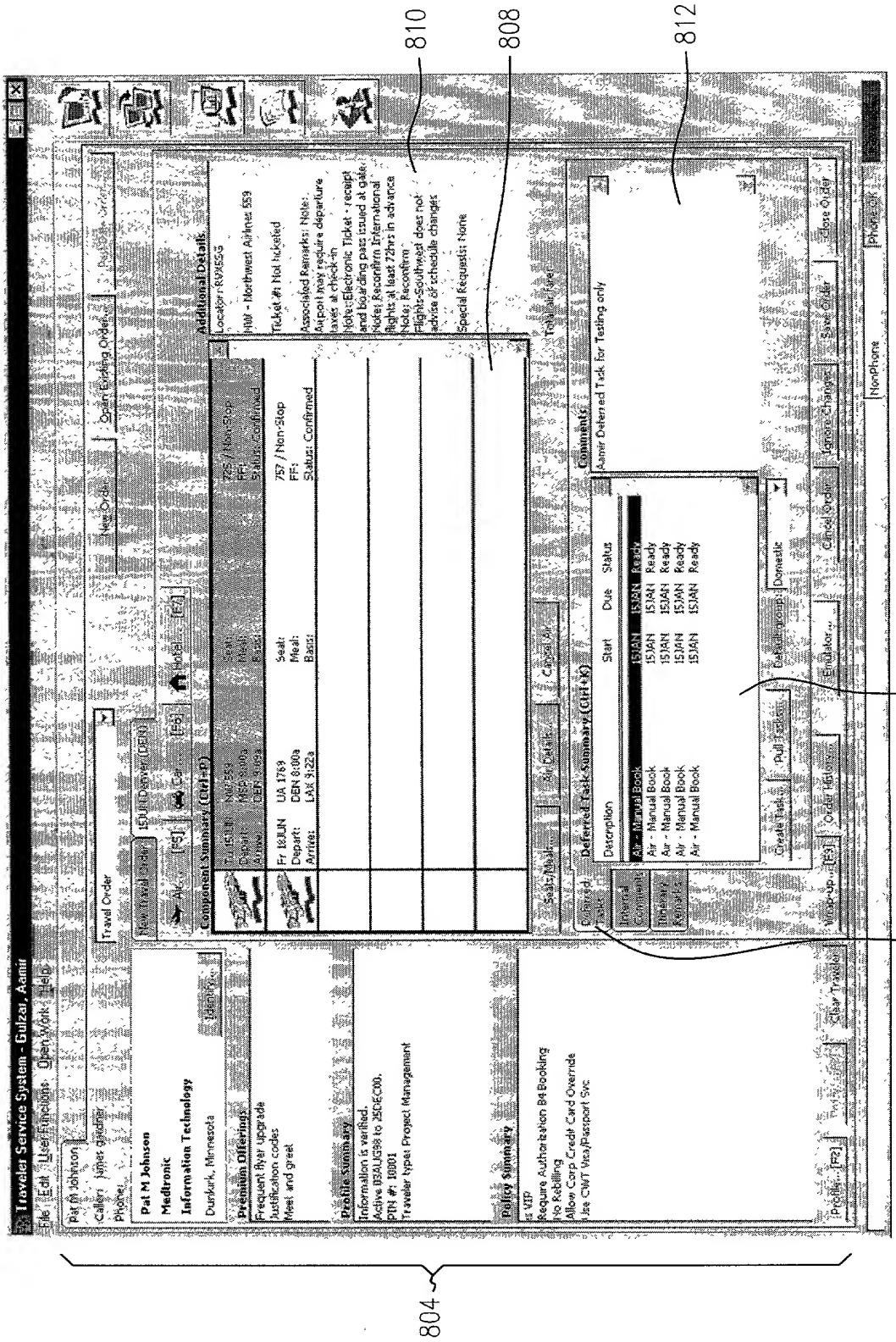

FIG. 13C

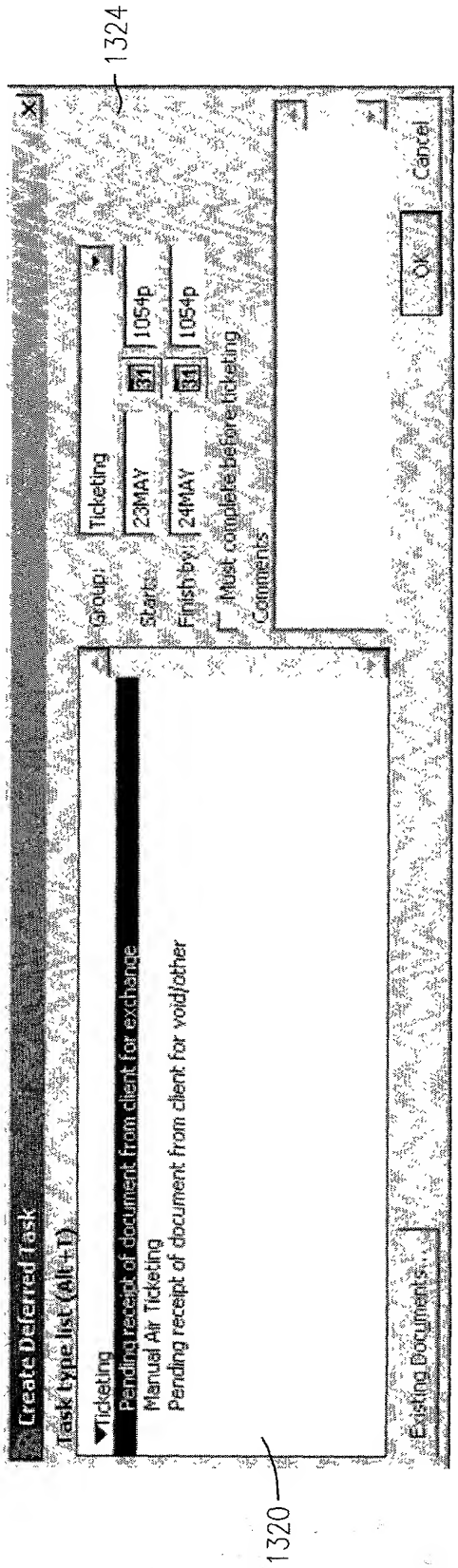
1324
Create Deferred Task
Task type list (Alt+T)
Ticketing
Pending receipt of document from client for exchange
Manual Air Ticketing
Pending receipt of document from client for void/other
Existing Documents...
Group:
Ticketing
Start:
23MAY
1054p
Finish by:
24MAY
1054p
Must complete before ticketing
Comments
OK
Cancel
1320

FIG. 13D

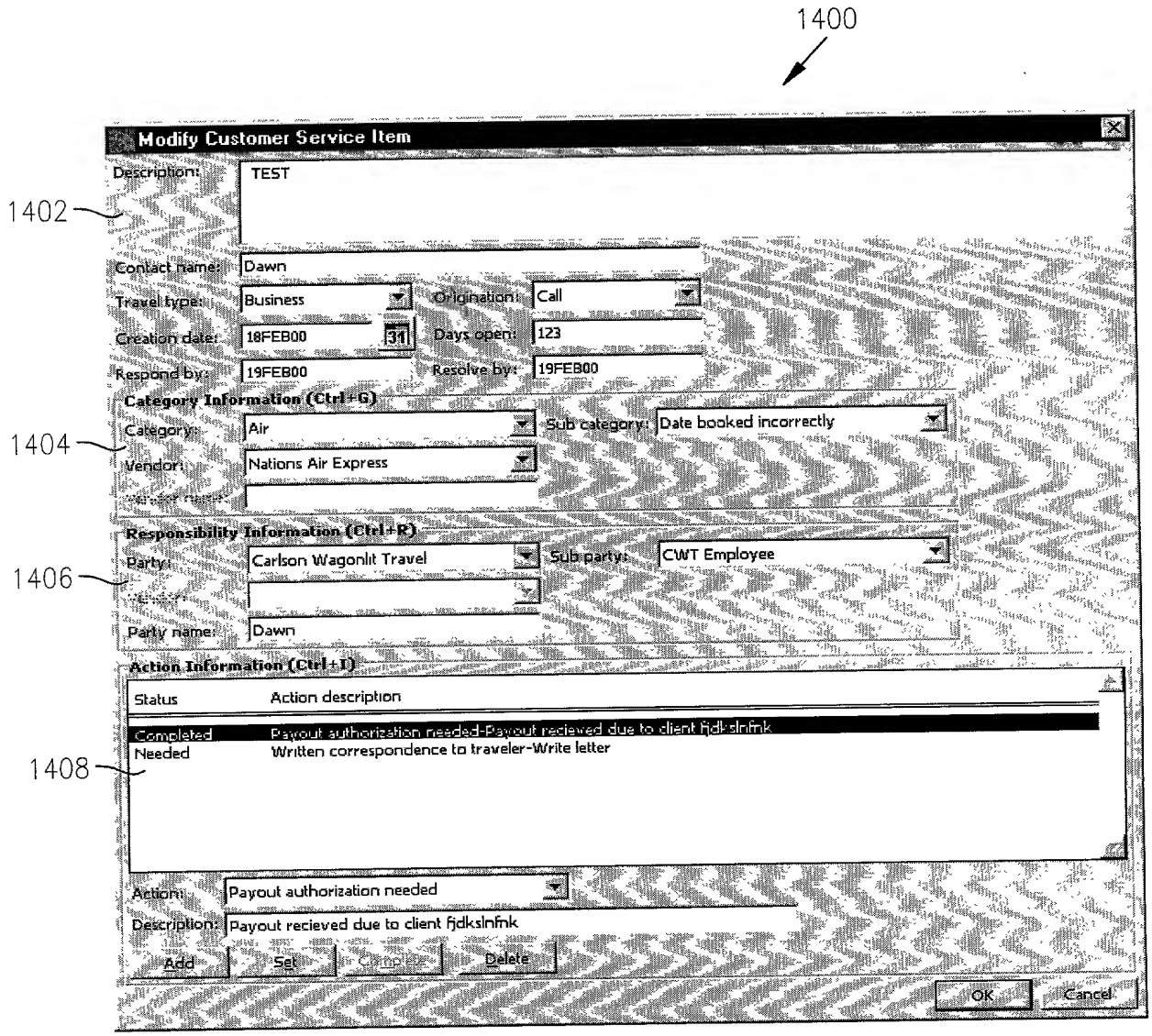
1400
Modify Customer Service Item
Description:
TEST
1402
Contact name:
Dawn
Travel type:
Business
Origination:
Call
Creation date:
18FEB00
Days open:
123
Respond by:
19FEB00
Resolve by:
19FEB00
Category Information (Ctrl+G)
Category:
Air
Sub category:
Date booked incorrectly
1404
Vendor:
Nations Air Express
Responsibility Information (Ctrl+R)
Party:
Carlson Wagonlit Travel
Sub party:
CWT Employee
1406
Party name:
Dawn
Action Information (Ctrl+I)
Status
Action description
Completed
Payout authorization needed-Payout recieved due to client fjdkslnfnk
Needed
Written correspondence to traveler-Write letter
1408
Action:
Payout authorization needed
Description:
Payout recieved due to client fjdkslnfnk
Add
Set
Complete
Delete
OK
Cancel

FIG. 14

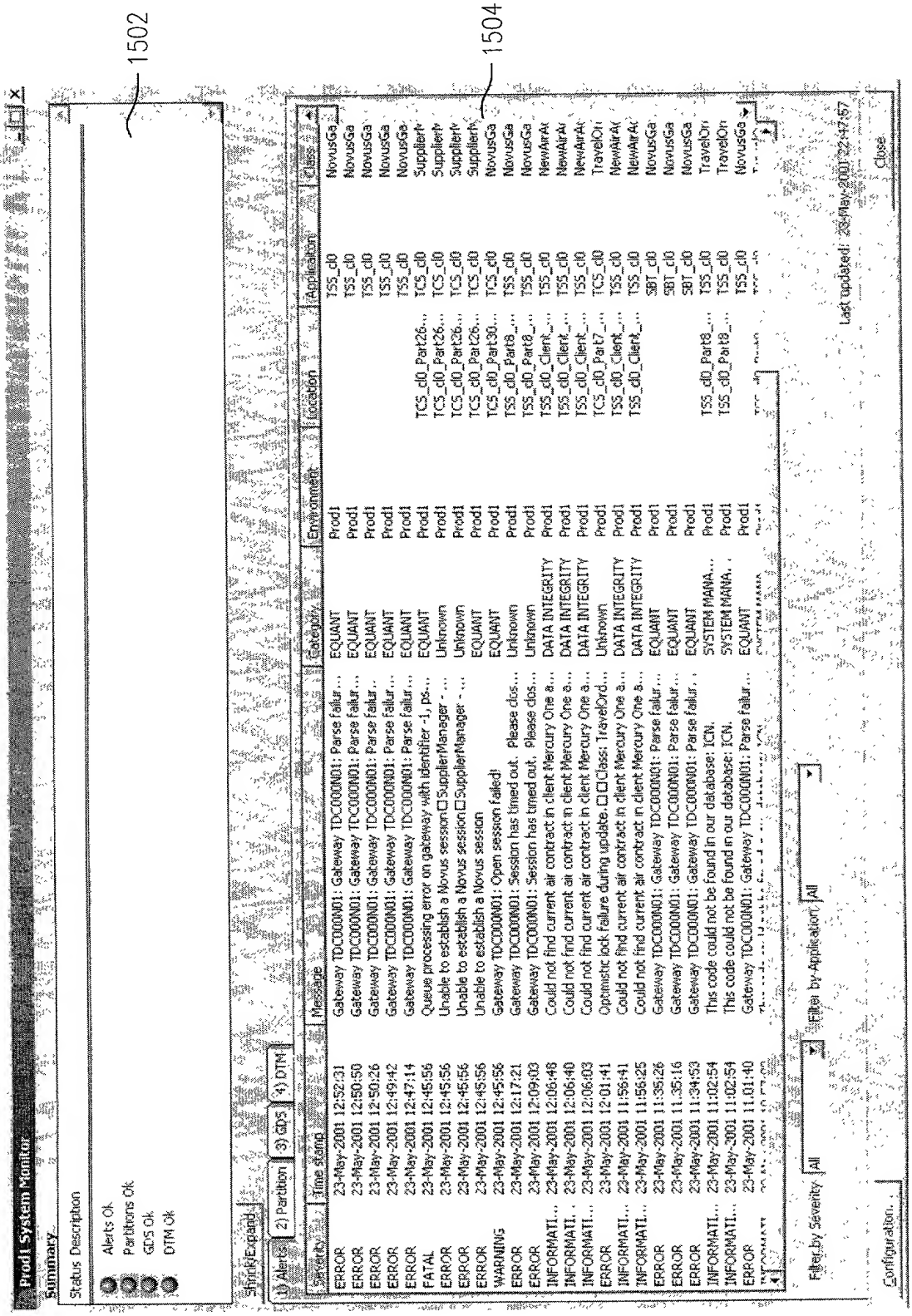
1502
1504
Prod1 System Monitor
Summary
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok
Shrink/Expand
0) Alerts
2) Partition
3) GDS
4) DTM
Severity
Time stamp
Message
Category
Environment
Location
Application
Class
Filter by Severity
Filter by Application
Configuration...
Close

FIG. 15A

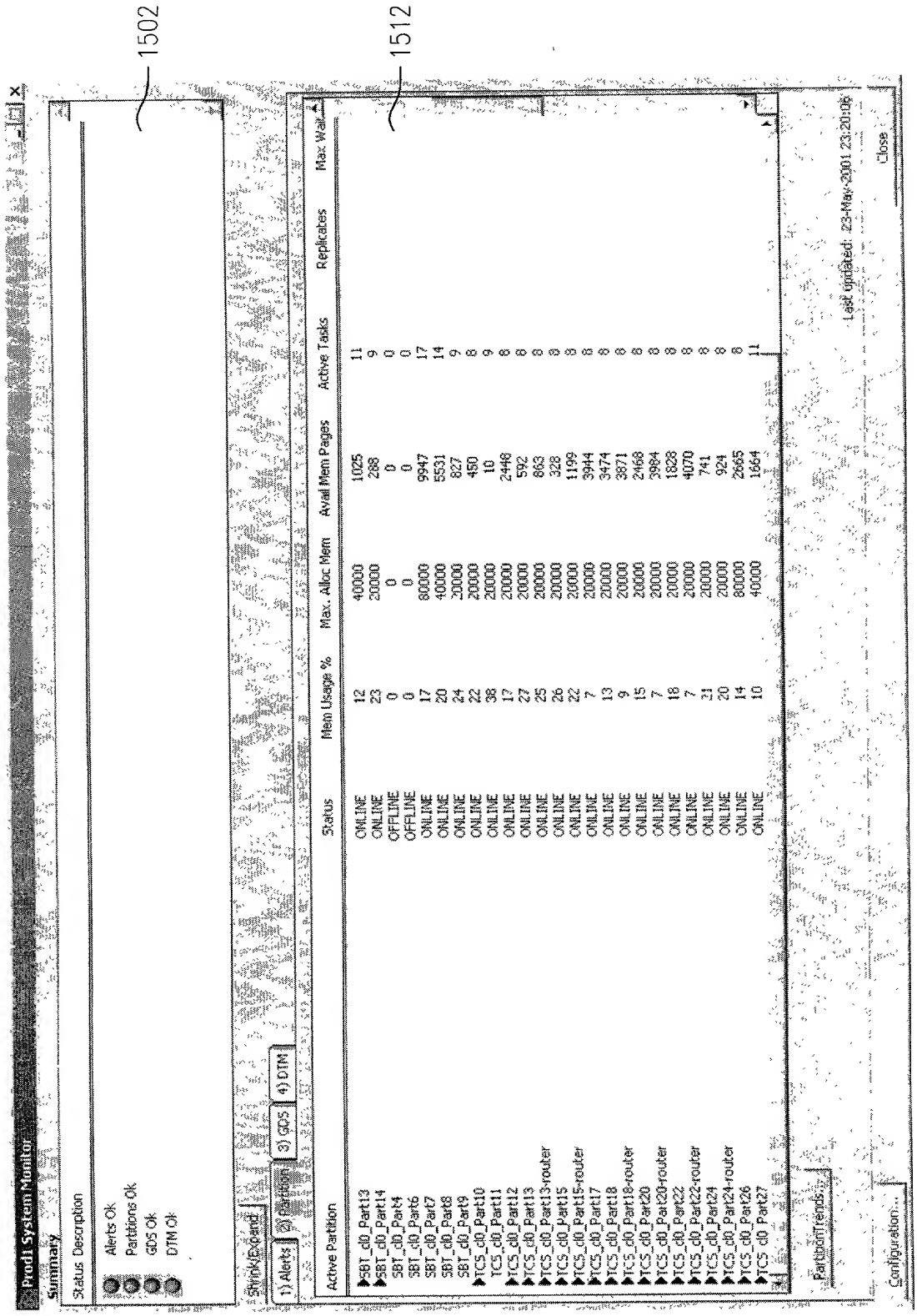
1502
1512
Prod1 System Monitor
Summary
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok
Show/Expand
1) Alerts
2) Partition
3) GDS
4) DTM
Active Partition
Status
Mem Usage %
Max. Alloc Mem
Avail Mem Pages
Active Tasks
Replicates
Max Wait
SBT_d0_Part13 ONLINE 12 40000 1025 11
SBT_d0_Part14 ONLINE 23 20000 288 9
SBT_d0_Part4 OFFLINE 0 0 0 0
SBT_d0_Part6 OFFLINE 0 0 0 0
SBT_d0_Part7 ONLINE 17 80000 9947 17
SBT_d0_Part8 ONLINE 20 40000 5531 14
SBT_d0_Part9 ONLINE 24 20000 827 9
TCS_d0_Part10 ONLINE 22 20000 450 8
TCS_d0_Part11 ONLINE 38 20000 10 9
TCS_d0_Part12 ONLINE 17 20000 2448 8
TCS_d0_Part13 ONLINE 27 20000 592 8
TCS_d0_Part13-router ONLINE 25 20000 863 8
TCS_d0_Part15 ONLINE 26 20000 328 8
TCS_d0_Part15-router ONLINE 22 20000 1199 8
TCS_d0_Part17 ONLINE 7 20000 3944 8
TCS_d0_Part18 ONLINE 13 20000 3474 8
TCS_d0_Part18-router ONLINE 9 20000 3871 8
TCS_d0_Part20 ONLINE 15 20000 2468 8
TCS_d0_Part20-router ONLINE 7 20000 3984 8
TCS_d0_Part22 ONLINE 18 20000 1828 8
TCS_d0_Part22-router ONLINE 7 20000 4070 8
TCS_d0_Part24 ONLINE 31 20000 741 8
TCS_d0_Part24-router ONLINE 20 20000 924 8
TCS_d0_Part26 ONLINE 14 80000 2665 8
TCS_d0_Part27 ONLINE 10 40000 1664 11
Partition Trends...
Last updated: 23-May-2001 23:20:06
Configuration...
Close

FIG. 15B

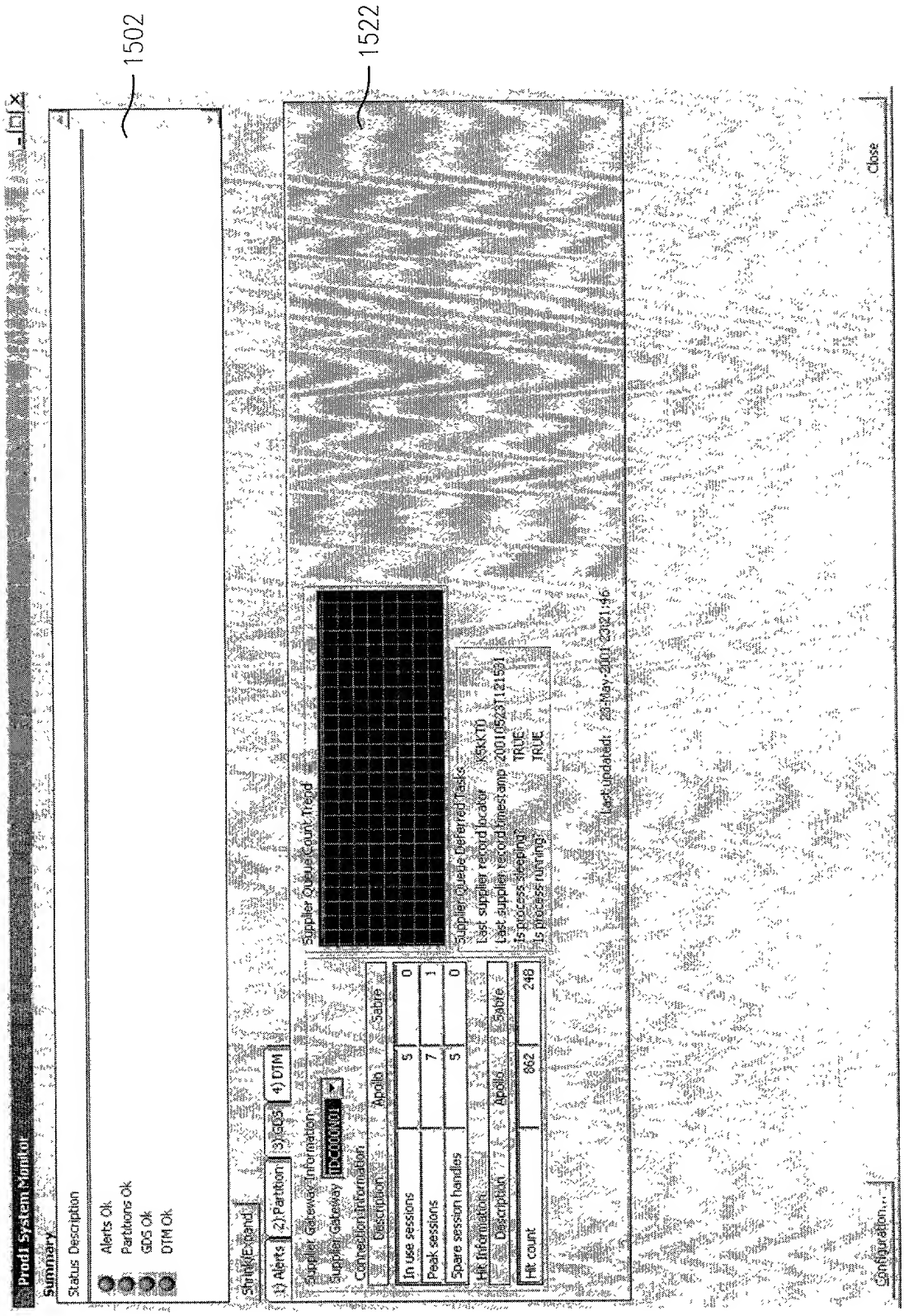
1502
1522
Prod1 System Monitor
Summary
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok
Shrink/Expand
1) Alerts
2) Partition
3) GDS
4) DTM
Supplier gateway information
Supplier gateway
Connection information
Description
Apollo
Sabre
In use sessions
Peak sessions
Spare session handles
Hit information
Description
Apollo
Sabre
Hit count
862
248
Supplier Queue count trend
Supplier queue deferred tasks
Last supplier record locator
Last supplier record timestamp
Is process sleeping
Is process running
TRUE
TRUE
Last updated:
Configuration...
Close

FIG. 15C

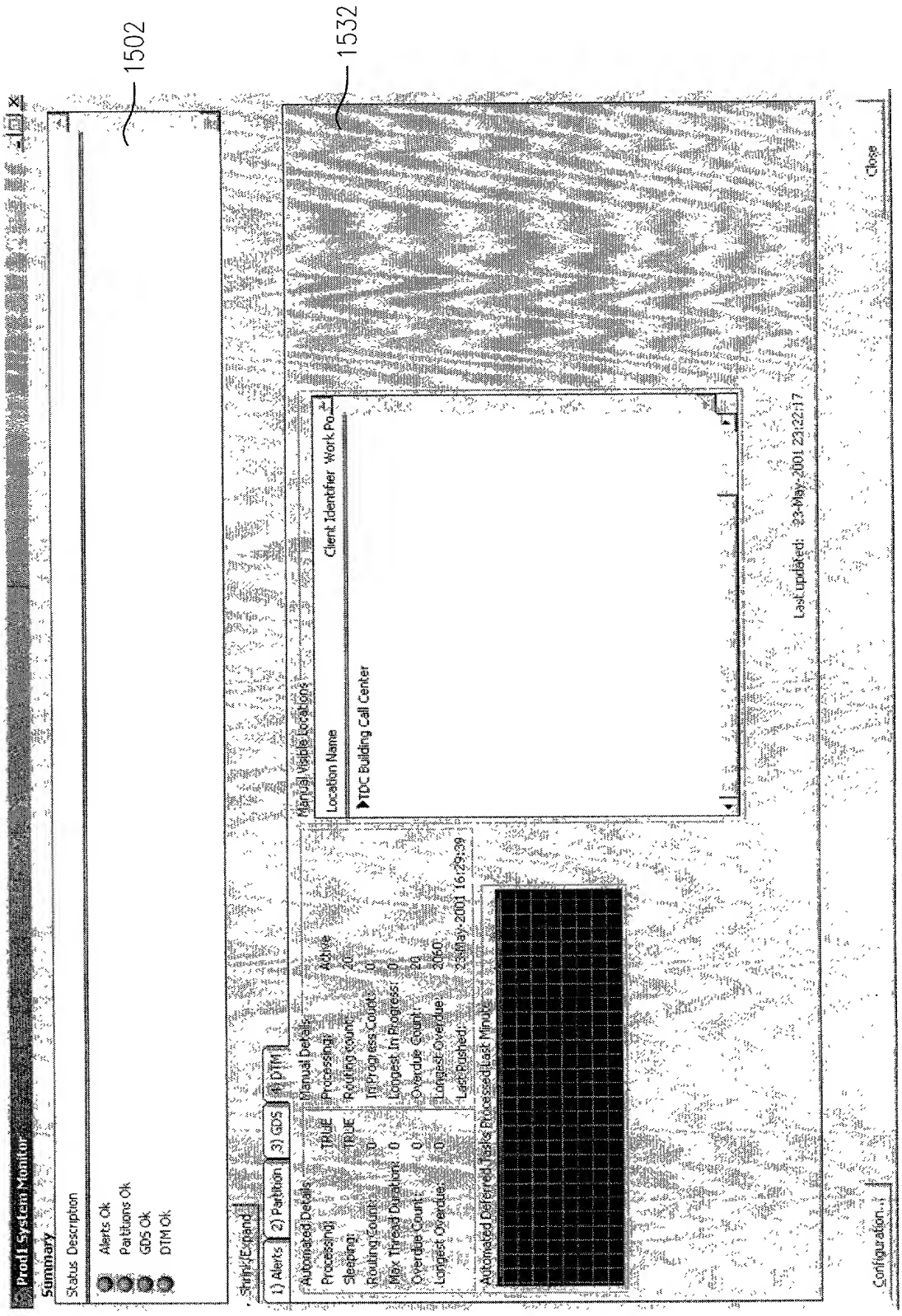
1502
1532
Prodl System Monitor
Summary
Status Description
Alerts Ok
Partitions Ok
GDS Ok
DTM Ok
Shrink/Expand
1) Alerts
2) Partition
3) GDS
4) DTM
Automated Details
Processing: TRUE
Sleeping: TRUE
Routing Count: 0
Max Thread Duration: 0
Overdue Count: 0
Longest Overdue: 0
Manual Details
Processing: Active
Routing count: 20
In Progress Count: 0
Longest In Progress: 0
Overdue Count: 20
Longest Overdue: 2060
Last Pushed: 23-May-2001 16:29:39
Automated Deferred Tasks Processed Last Minute
Manual Visible Locations
Location Name
Client Identifier
Work Po
TDC Building Call Center
Last Updated: 23-May-2001 23:22:17
Close
Configuration...

FIG. 15D

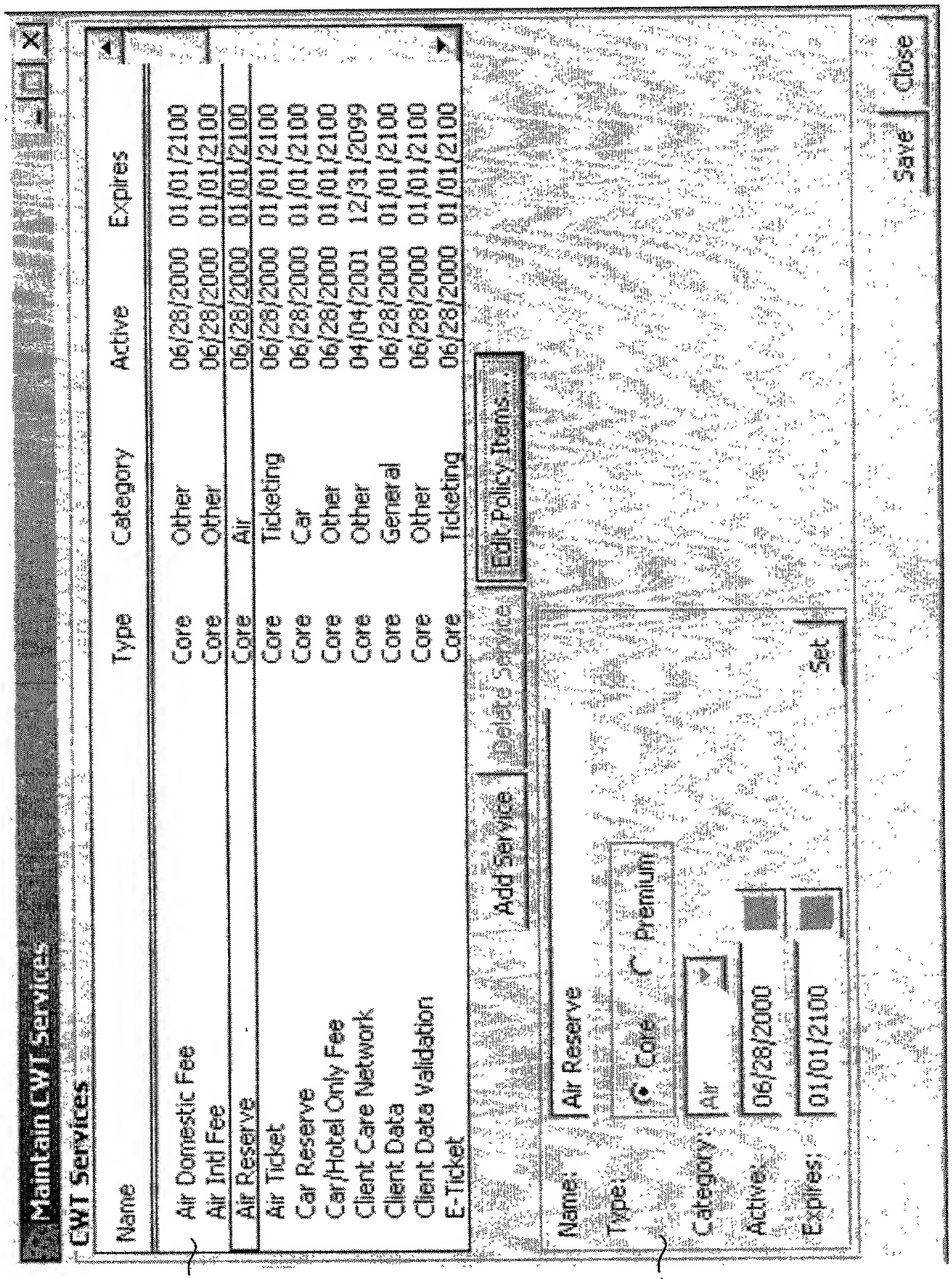
Maintain CWT Services
CWT Services
Name
Type
Category
Active
Expires
Air Domestic Fee
Air Intl Fee
Air Reserve
Air Ticket
Car Reserve
Car/Hotel Only Fee
Client Care Network
Client Data
Client Data Validation
E-Ticket
Core
Other
Air
Ticketing
Car
06/28/2000
01/01/2100
04/04/2001
12/31/2099
Add Service
Delete Service
Edit Policy Items...
Name:
Type:
Premium
Category:
Active:
Expires:
Set
Save
Close
1602
1604

FIG. 16A

20th TECH 25th 9886D

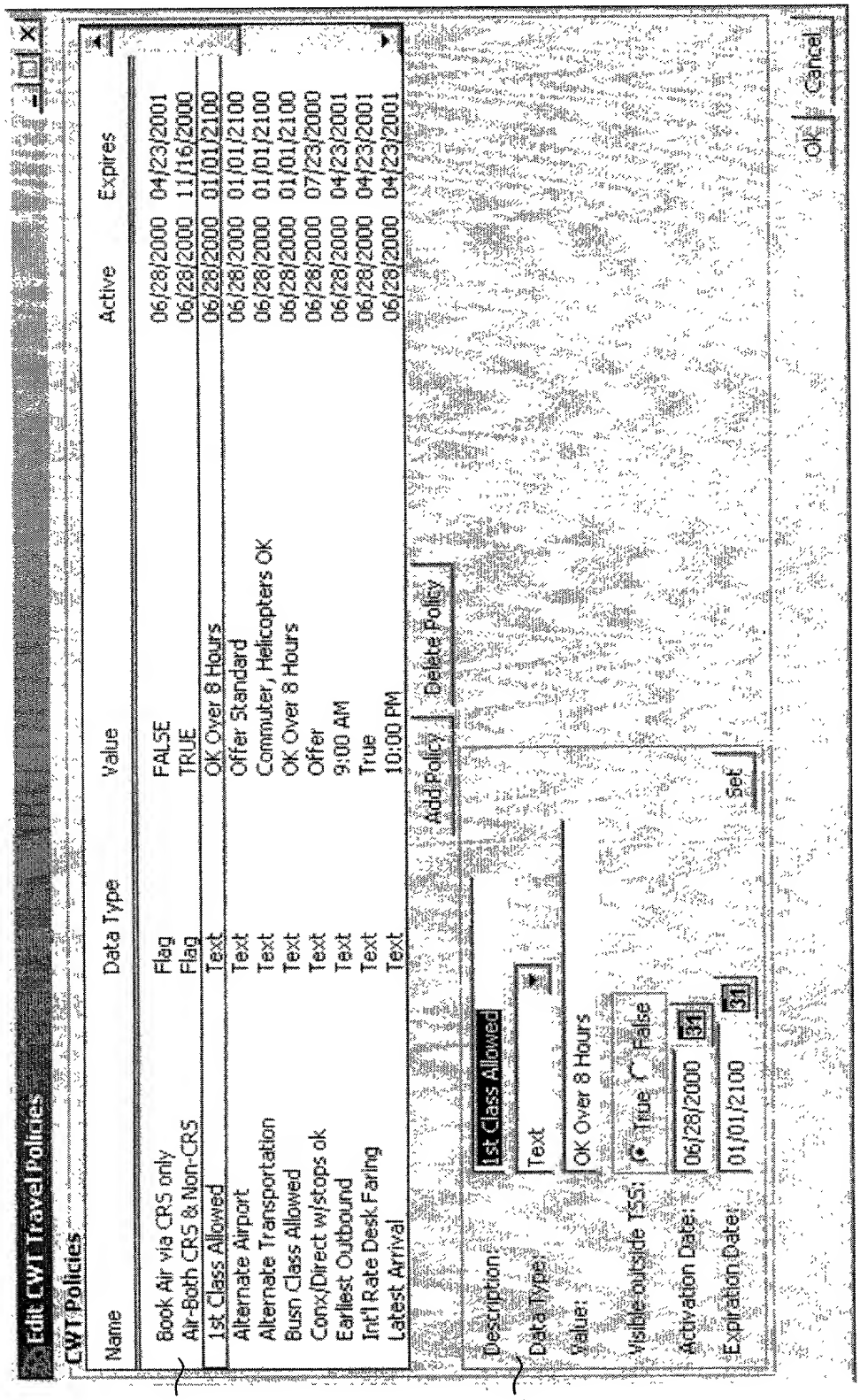

FIG. 16B

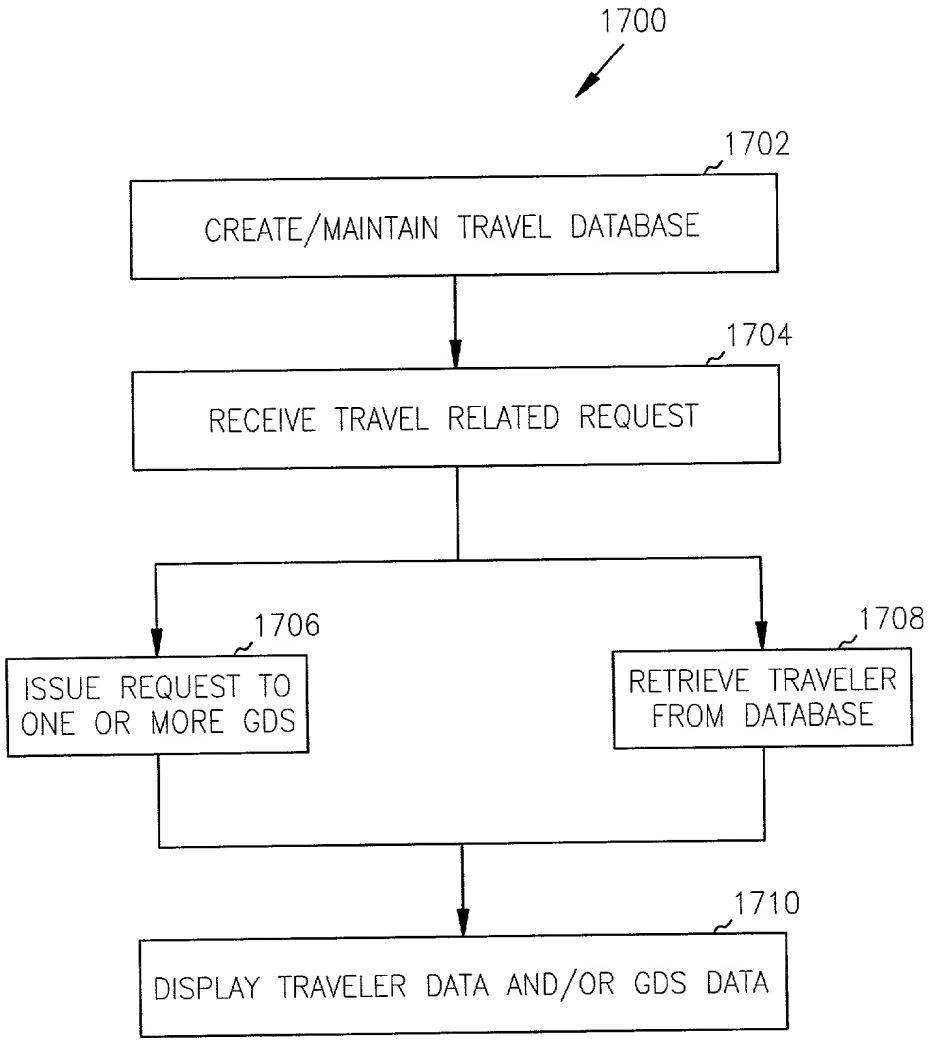
1700
1702
CREATE/MAINTAIN TRAVEL DATABASE
1704
RECEIVE TRAVEL RELATED REQUEST
1706
ISSUE REQUEST TO ONE OR MORE GDS
1708
RETRIEVE TRAVELER FROM DATABASE
1710
DISPLAY TRAVELER DATA AND/OR GDS DATA

FIG. 17